

Investing in the design and the OM

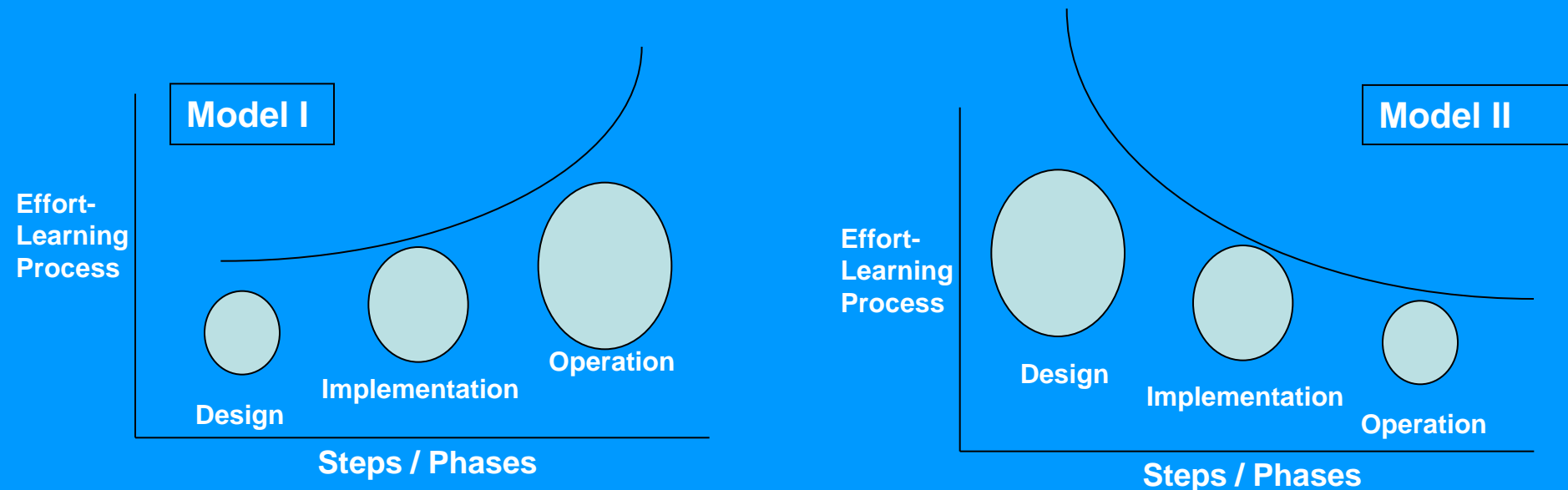
Clear structures with defined rules and responsibilities

Effective guidelines and training processes

Reduced interpretation and operational risk

Homogeneous quality services

Increased transparency



Operational Manual

- Description for every process and instruments for their development with required standards and quality results
- Guidelines for:
 - Targeting
 - Enrollment
 - Payment mechanism
 - Conditionality processes (if implemented)
 - Complementarities (e.g. Awareness sessions)
 - Financial operations and budget
 - Monitoring and evaluation
 - Control and accountability
 - Communications
 - Others
- Training materials and exercises defined for all actors involved