

Measuring the NITAG Value Creation

Global Immunization Meeting
Geneva, Switzerland
2 February, 2010

Nahad Sadr-Azodi
Technical officer

Process objective: 100% of countries with well-functioning NITAG

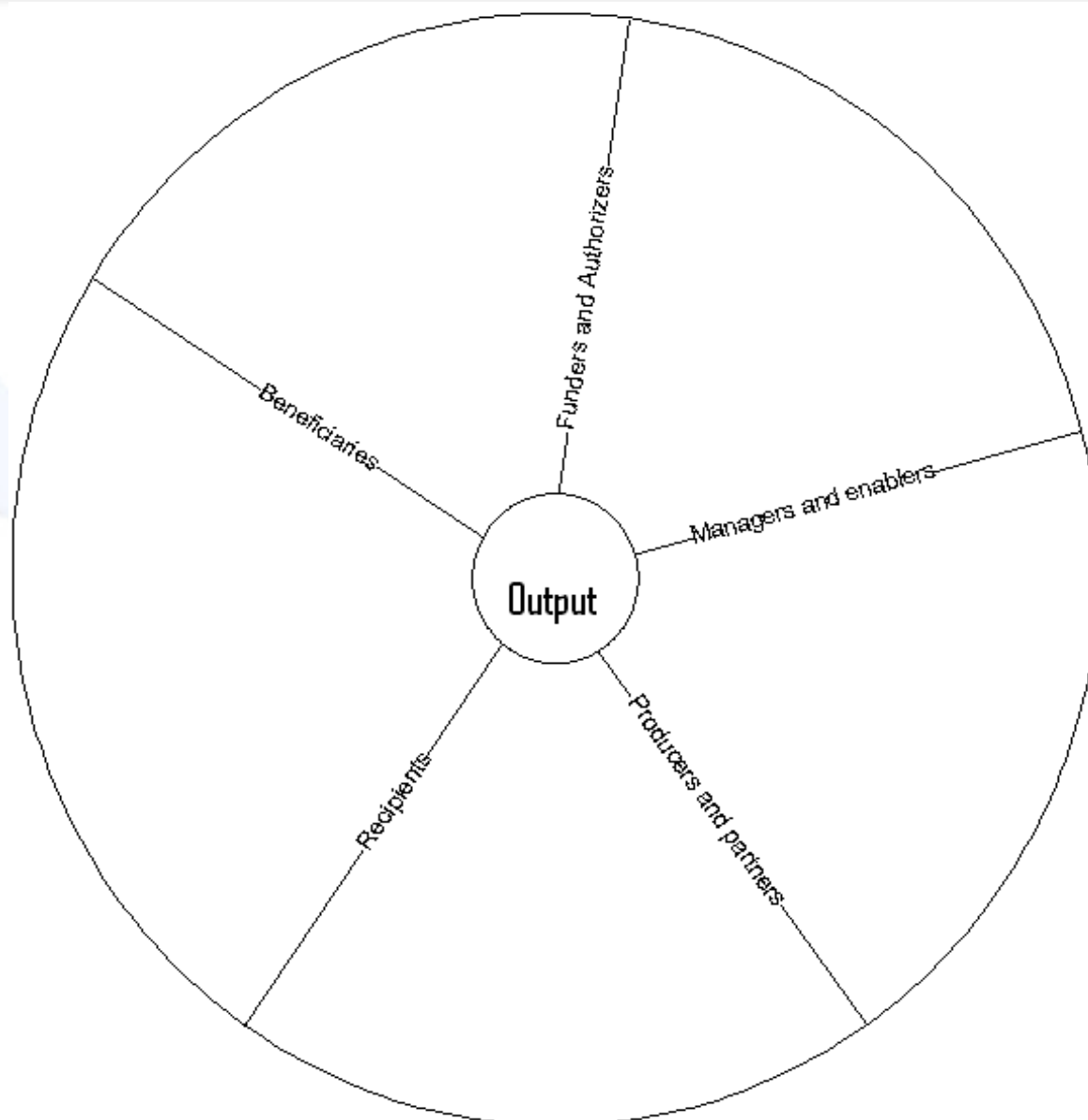
- Define *well-functioning*
 - Synergy amongst three components: process, people and information
- % of countries meeting the required criteria (composite measure)
 - Ministerial decree
 - Terms of reference
 - Standard operating procedures
 - Declaration of interest
 - Independent chairperson
 - Sole technical advisory role
 - Multi-disciplinary expertise

Are the NITAGs creating value?

- So what? Are they making a difference?
- Intended output. Measures.
 - Evidence based decisions or recommendations
 - % of recommendations adopted by national authorities
- Developing outcome measures.
 - Who matters to us?
 - What matters to them?
 - How would we know?

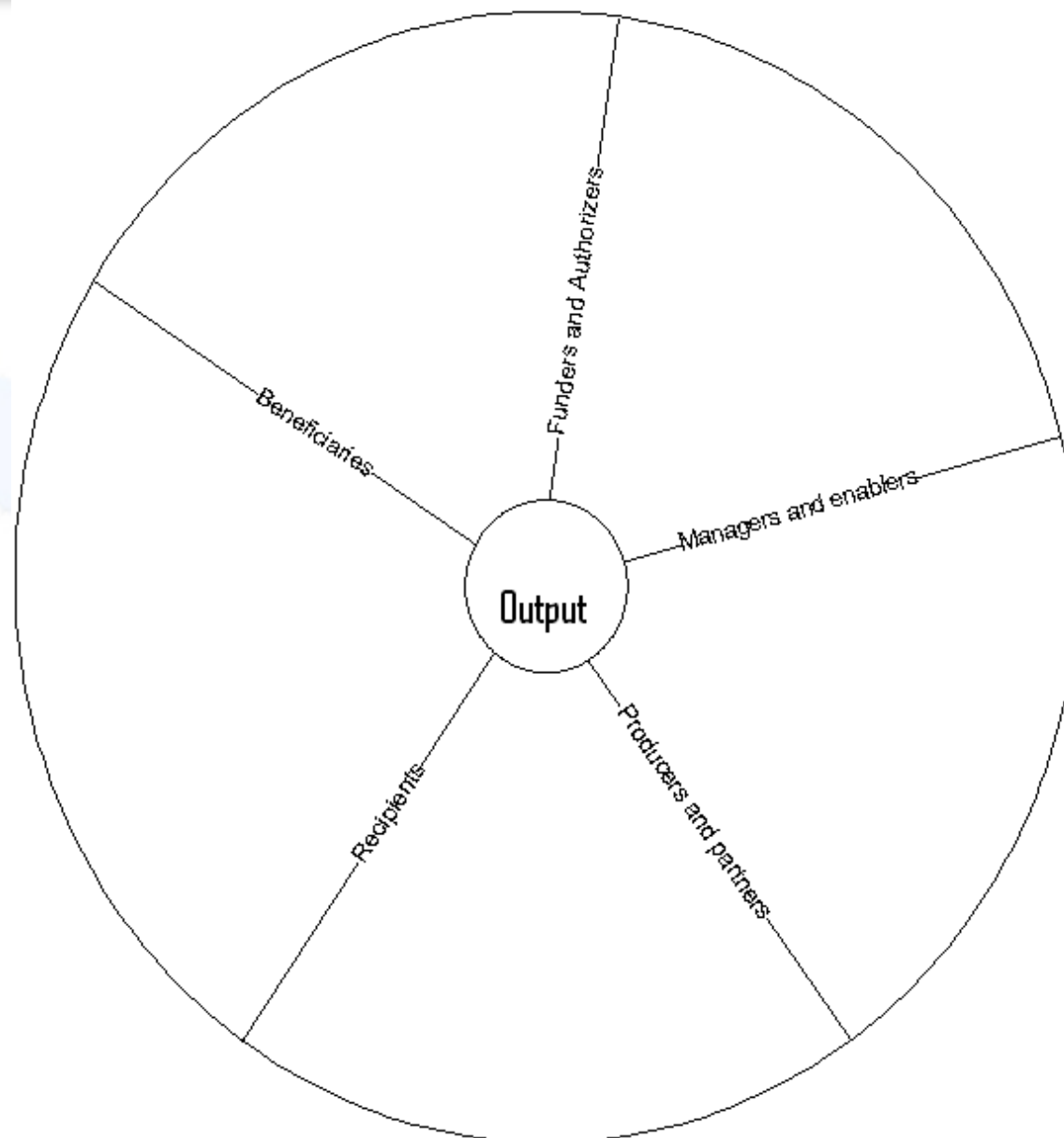
Who matters to us?

- Recipients: Directly receive the services, reports, or other products of our actions
- Beneficiaries: Communities, groups and individuals who are impacted by our work
- Funders and Authorizers: Give us funding directives and specific powers
- Managers and Enablers: Convert funds and mandates into capacity—Skills, staff, tools & policies
- Producers and Partners: Use the staff, skills, tools and policies to deliver services



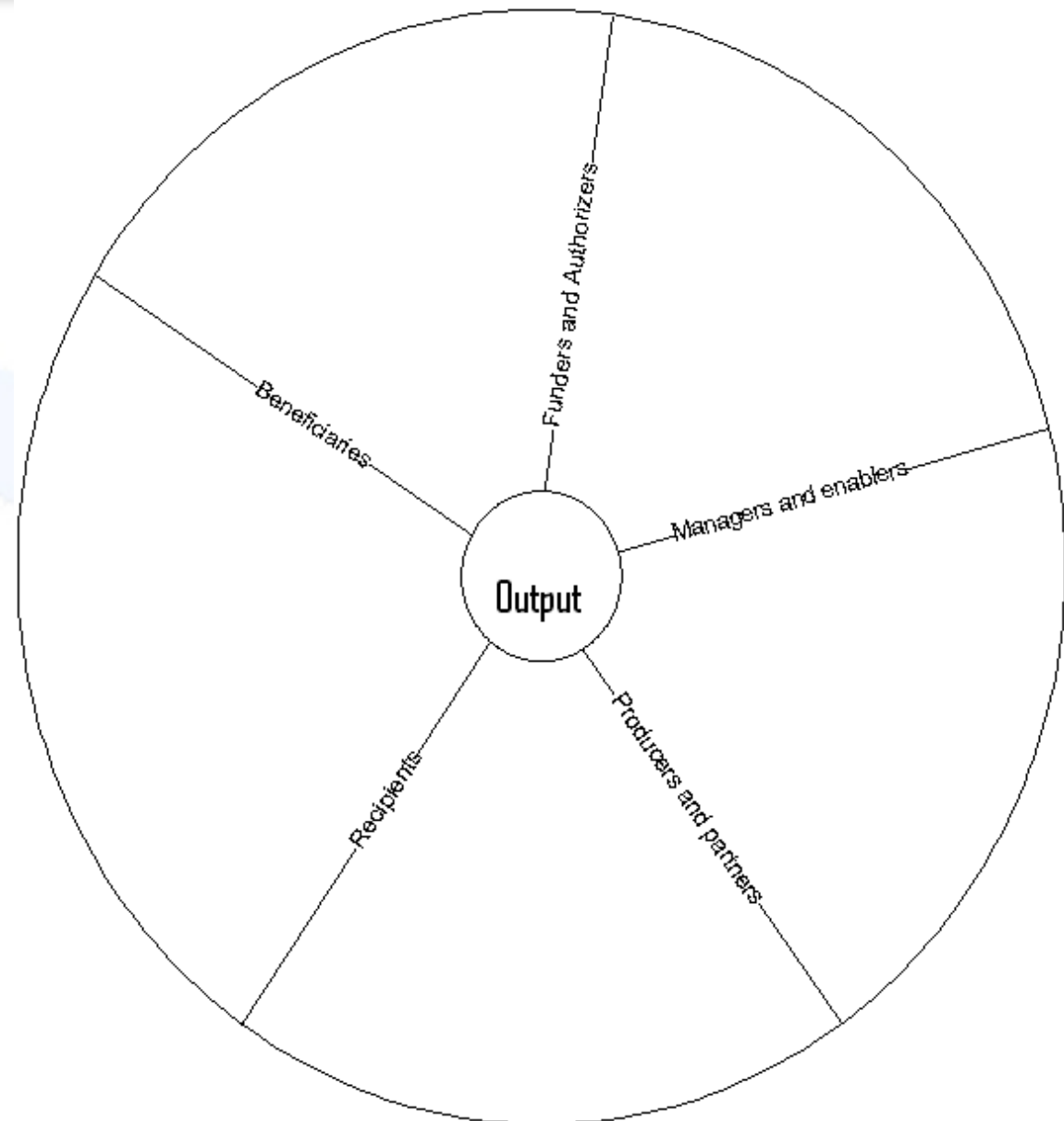
What matters to them?

- Recipients: How long does it take to get the service? Is it easy? Fair? Reasonable? Correct?
- Beneficiaries: How is the social, environmental or economic system improving?
- Funders and Authorizers: What does it cost to obtain the results?
- Managers and Enablers: Are my organization and staff capable of doing the job?
- Producers and Partners: Is my work meaningful? Rewarding? Am I safe?



How would we know?

- Recipients: # days cycle time; % accurate; % meeting standards; % satisfied
- Beneficiaries: % improvement; # positive events; % compliance; # users
- Funders and Authorizers: \$ per unit output; \$ per unit outcome
- Managers and Enablers: # FTEs; % staff with skills; # of units per FTE
- Producers and Partners: % satisfied with job; % unscheduled leave; sick days; % turnover; grievances



Type of measure

