

# Mission East

## Maintenance Audit 1 — Report — 2025/24/02

### 1. General information and audit activities

<b>Role / name of auditor(s)</b>	Marie Grasmuck / Lead Auditor	
<b>Audit cycle</b>	Third cycle	
<b>Opening Meeting</b>	<b>Date / number of participants</b>	<b>Any substantive issues arising</b>
	27 January 2025 / 10	No
<b>Closing Meeting</b>	31 January 2025 / 7	No
<b>Interviews</b>	<b>Position / level of interviewees</b>	<b>Number</b>
	Senior Management & Direction	2
	Management	1

### 2. Actions and progress of organisation

#### 2.1 Significant change or improvement since the previous audit

Mission East had no outstanding CARs from the last audit (RA, 2024). The organisation has a Quality Commitment Framework, which reflects its commitment to the CHS and its willingness to implement the standard. The Quality Commitment Framework was updated in August 2024 and reiterated the organisation's commitment to the CHS. The organisation had so far used the results of the audits as part of its improvement plan to apply the standard. Following the positive results of the last audit and the absence of CARs, Mission East prioritised to improve on other recommendations, namely the findings from their DANIDA review, and other organisational projects.

Amongst them, this audit notes the following:

- Mission East is in the process of reviewing its approach to partnerships—representing around 30% of its portfolio—with the aim of simplifying its processes and lightening the demands on partners. The results of the consultancy and workshops conducted to redefine this approach identify 3 risk levels, each associated with monitoring and reporting requirements, with a view to 'build trust', 'develop trust' or 'rely on trust'. Mission East also intends to better tailor its support to the partners when and if relevant.
- Mission East is implementing a new ERP system, starting with finance and accounting, with a view of expanding it to programmatic processes in the medium term. The past year, Mission East has worked on implementing the ERP at the Head Office level, and the roll-out to the Country Offices is planned for 2025.
- Mission East has finished rolling out a new HR management software covering HR records, payroll, recruitment, time sheeting, etc.
- The Strategic Impact and Value For Money Advisory Group (SIVA) to the SMT is currently reviewing its draft value for money (vfm) guide, with the aim of documenting vfm processes, thus encouraging their consistency.

Mission East has reconvened its CHS Reference Group for the first time since the RA in December 2024, with the goal to 'maintain awareness and alignment with CHS commitments', and specifically to discuss how to organise to address the observations from the RA, and to keep raising awareness on the CHS in the organisation.

We note that the RA mentions that Mission East develops a Quality and Accountability Report to be presented to the Board every year; however, this practice has faded out ever since (a draft report had been developed in 2023 for 2022 but has not been finalised, and there was no report in 2024 for 2023).

Mission East has completed its effort to relocate some positions to the Tajikistan Regional Office, has closed its Programme in Iraq and Myanmar, and opened programmes in Chad and Sudan, in an effort to align with needs and with its strategy to shift some resources to the African continent. The North Korean Programme is still open, but activities are currently frozen.

Mission East shows commitment to the CHS, and an understanding and willingness to work with the standard and address gaps linked to quality and accountability, whether noted in the RA as observations, or in other organisational reviews such as the DANIDA review or the ECHO ex-ante assessment.

## 2.2 Summary on corrective actions

Corrective Action Requests (CAR)	Type and resolution timeframe	Progress made to address the CAR and in response to the findings of the indicator	Evidence (doc no., KII)
/	/	/	/
/	/	/	/
/	/	/	/

## 3. Summary of non-conformities

Corrective Action Requests (CAR)	Type	Status	Resolution timeframe
/	/	/	/
/	/	/	/
/	/	/	/
Total Number of open CARs		0	

## 4. Claims Review

<b>Claims Review conducted</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Follow-up required</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## 5. Lead auditor recommendation

In our opinion, Mission East has demonstrated that it is taking necessary steps to address the CARs identified in the previous audit and continues to conform with the requirements of the Core Humanitarian Standard on Quality and Accountability.

We recommend maintenance of certification.


**Name and signature of lead auditor:**  
Marie Grasmuck




**Date and place:**  
24 February 2025  
Metz (FR)

## 6. HQAI decision

<input checked="" type="checkbox"/> Certificate maintained <input type="checkbox"/> Certificate suspended	<input type="checkbox"/> Certificate reinstated <input type="checkbox"/> Certificate withdrawn
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<b>Surveillance audit before:</b> 2026/02/25	
<b>Name and signature of HQAI Executive Director:</b> Désirée Walter 	<b>Date and place:</b> Geneva, 25 February 2025

## 7. Acknowledgement of the report by the organisation

<b>Space reserved for the organisation</b>	
Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team:  If yes, please give details:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Acknowledgement and Acceptance of Findings:</b>  I acknowledge and understand the findings of the audit  I accept the findings of the audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Name and signature of the organisation's representative:</b> 	<b>Date and place:</b> 26.02.25. Hellerup, Denmark

## Appeal

In case of disagreement with the quality assurance decision, the organisation can appeal to HQAI within 14 workdays after being informed of the decision.

HQAI will transmit the case to the Chair of the Advisory and Complaint Board who will confirm that the basis for the appeal meets the appeals process requirements. The Chair will then constitute an appeal panel made of at least two experts who have no conflict of interest in the case in question. The panel will strive to come to a decision within 45 workdays.

*The details of the Appeals Procedure can be found in document PRO049 – Appeals Procedure.*

## Annex 1: Explanation of the scoring scale\*

Scores	Meaning: for all verification scheme options	Technical meaning for all independent verification and certification audits
0	Your organisation does not work towards applying the CHS commitment.	<p><b>Score 0:</b> indicates a weakness that is so significant that the organisation is unable to meet the commitment. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification: major weakness.</li> <li><b>Certification:</b> major non-conformity, leading to a major corrective action request (CAR) – No certificate can be issued or immediate suspension of certificate.</li> </ul>
	Your organisation is making efforts towards applying this requirement, but these are not systematic.	<p><b>Score 1:</b> indicates a weakness that does not immediately compromise the integrity of the commitment but requires to be corrected to ensure the organisation can continuously deliver against it. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification: minor weakness.</li> <li><b>Certification:</b> minor non-conformity, leading to a minor corrective action request (CAR).</li> </ul>
	Your organisation is making systematic efforts towards applying this requirement, but certain key points are still not addressed.	<p><b>Score 2:</b> indicates an issue that deserves attention but does not currently compromise the conformity with the requirement. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification and certification: observation.</li> </ul>
3	Your organisation conforms to this requirement, and organisational systems ensure that it is met throughout the organisation and over time – the requirement is fulfilled.	<p><b>Score 3:</b> indicates full conformity with the requirement. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification and certification: conformity.</li> </ul>
4	Your organisation's work goes beyond the intent of this requirement and demonstrates innovation. It is applied in an exemplary way across the organisation and organisational systems ensure high quality is maintained across the organisation and over time.	<p><b>Score 4:</b> indicates an exemplary performance in the application of the requirement.</p>

\* Scoring Scale from the CHSA Verification Scheme 2020