

OPERATIONAL INSTRUCTION REF. OI.IPMG.2018.05

QUALITY MANAGEMENT

1. Authority

- 1.1. This Operational Instruction (OI) is promulgated by the Director of the Infrastructure and Project Management Group (IPMG) on the basis of a delegation of authority from the Deputy-Executive Director, under the authority of the Executive Director, under OD.EO.2017.02 on Management of UNOPS Partners and Resulting Agreements.

2. Purpose

- 2.1. The purpose of this OI is to outline how the UNOPS approach to the management of services under Engagement Agreements and their related projects, constitutes the UNOPS Quality Management System and how compliance with this approach ensures that UNOPS maintains its global certification to the ISO 9001:2015 standard.

3. Effective Date

- 3.1. This OI shall become effective **immediately**.

4. Consequential Changes

- 4.1. The following Organizational Directive (OD) will be abolished as of the effective date of this OI:
- i. Organizational Directive 31 – Quality Management Policy, of 16 April 2010.

[signature redacted]

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1. Introduction:

- 1.1. UNOPS works in diverse contextual settings and therefore the nature of its engagements varies greatly in terms of size, operational complexity and risk profile.
- 1.2. Given the responsibilities UNOPS undertakes and the expectations of its partners, each of its Engagements and their related projects presents a unique set of issues, risks, and opportunities. In order to manage effectively these challenges and to deliver on its mission of helping people build better lives and countries achieve peace and sustainable development, UNOPS must enable project teams to operate efficiently while fulfilling its commitment to quality and excellence.
- 1.3. UNOPS has therefore implemented a Quality Management System to ensure that it consistently delivers services that meet its partners' needs; complies with its legislative framework; addresses risks and opportunities; and continually improves its performance.
- 1.4. UNOPS Quality Management System is an umbrella term for the collection of UNOPS processes that, collectively, demonstrate UNOPS ability to provide services that meet partner and applicable regulatory requirements. It includes analysis of the context in which UNOPS operates and requirements of key stakeholders; the oversight of those operations; supporting processes and the measurement of the satisfaction of partners and key stakeholders.
- 1.5. The Quality Management System shall be used for all projects that UNOPS manages under Engagement Agreements (as defined in OI.IPMG.2018.02: Acceptance of Engagement Agreements).

2. General Principles:

- 2.1. UNOPS Quality Management System shall fulfil the requirements of ISO 9001:2015 – 'Quality Management Systems – requirements'
- 2.2. The scope of the ISO certification of UNOPS Quality Management System is 'the provision of a range of project management and operational services in peace building, humanitarian and development environments'.
- 2.3. UNOPS Quality Objectives are defined at the highest level in its Strategic Plan 2018 – 2021, namely, that UNOPS shall:
 - 2.3.1 Enable partners to do more with less through efficient management support services; and,
 - 2.3.2 Help people achieve individual, local, national and global objectives, through effective specialized technical expertise grounded in international norms and standards.
- 2.4. Project-level Quality Objectives shall be identified and established during the Pre-Engagement and Initiation stages of the project lifespan, as defined in OI.IPMG.2018.01 – 'Project Management'.

3. Components of the Quality Management System:

- 3.1. In order to ensure that the Quality Management System supports the requirements of the organization, UNOPS shall determine the external and internal issues that are

relevant to its purpose through its regular strategy development and review processes as per OD.ED.2018.01: Strategy Setting.

- 3.2. Planning to address the particular requirements of partners shall be done through the requirements defined in OI.IPMG.2018.01: Project Management. These processes shall ensure that partner requirements are agreed, understood and documented.
- 3.3. Other processes required for the successful implementation of UNOPS Quality Management System, inter alia:
 - a. Project Financial Management – delivering projects within agreed budgets;
 - b. People Management – the provision of people with the appropriate competencies;
 - c. Procurement – the facilitation of externally provided products and services;
 - d. Internal Audit – assurance that the organization conforms to its own Policies and Instructions; and,
 - e. Management Review – the review of the Quality Management System at planned intervals,

shall be documented in the UNOPS Legislative Framework.

- 3.4. Processes specific to the operation of the Quality Management System shall be documented in the Process and Quality Management System (PQMS).
- 3.5. The performance of the Quality Management System shall be evaluated at planned intervals, and continual improvements implemented.

4. Roles and Responsibilities:

- 4.1. All personnel working for or on behalf of UNOPS shall be responsible to ensure the effective operation of the Quality Management System by following UNOPS Policies and Instructions; focussing on adding value for UNOPS Partners; and, contributing to the continual improvement of UNOPS performance.

5. Authoritative Interpretation:

- 5.1. Authoritative interpretation of this OI may be made by the Director of IPMG, or other personnel as authorised by the Director of IPMG, in order to provide clarification on the applicability or interpretation of the requirements stated herein.