Operational Instruction Ref. OI.IPMG.2025.08

Quality Management

Headquarters, Copenhagen

07 Apr 2025

1. Authority

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

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.

3. Effective Date

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

4. Consequential Changes

4.1. This OI shall abolish and supersede OI.IPS.2021.02: Quality Management. The purpose of this revision is to reflect the relevant changes related to the internal restructure of IPMG and the replacement of the Process and Quality Management System (PQMS) with the new Policy and Process Portal platform.

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Steven Crosskey
Director, a.i., Infrastructure and Project Management Group

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 effectively manage these challenges and deliver on the UNOPS mission to help 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. Therefore, UNOPS has implemented a Quality Management System to ensure that it consistently delivers services that meet the needs of its partners, complies with the UNOPS 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 demonstrate the ability of UNOPS to provide services that meet key stakeholder expectations and any applicable regulatory requirements. It includes the analysis of the context in which UNOPS operates and the 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 managed by UNOPS under Engagement Agreements, as defined in the OI on the Acceptance of Engagement Agreements.

2. General Principles

2.1. UNOPS quality objectives are, at the highest level, defined by the management goals and the contribution goals in the UNOPS strategic plan.

2.2. Project-level quality objectives shall be identified and established during the Pre- Engagement and Initiation Stages of the project lifespan, as defined in the OI on 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 the OD on Strategy Setting.

3.2. Planning to address the particular requirements of partners and key stakeholders shall be done through the requirements defined in the OI on 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 include the following:

3.3.1. **Project financial management** – delivering projects within agreed budgets;

3.3.2. **People management** – the provision of people with the appropriate competencies;

3.3.3. **Procurement** – the facilitation of externally provided products, services and works;

3.3.4. **Internal audit and control** – assurance that the organization conforms to its own policies; and

3.3.5. **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 Policy and Process Portal.

3.5. The performance of the Quality Management System shall be evaluated at planned intervals and continual improvements shall be 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, focussing on adding value for UNOPS partners, and contributing to the continual improvement of UNOPS performance.

5. Authoritative Interpretation

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