/adapted from the call for case studies sent out by RedCamif/

Cases of Successful Implementation of Social Performance Management Standards

You are hereby invited to submit their cases to be presented at the /insert name of the event/. The cases selected will receive a scholarship which consists of the following:

/state the benefits – either this is partial coverage of the registration fee or a waiver, or any other logistical costs coverage/

The cases will be selected by a committee of # experts: /list experts, make sure they are not in conflict of interest/. Please send your case to the /add email@address / by /date/. Selected cases will be announced on/data/.

Name of Institution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Country in which it operates: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

No customers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Services provided:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Standard applied by the institution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What essential practices of the standards are implemented by your organization? (SEE APPENDIX – attach the list of standards and essential practices for reference).

What additional practices of the standards are implemented?

What strategic changes have you had to make to implement those practices?
(Examples: Changes to strategic goals, design / improvement of financial products, inclusion of non financial services or partnerships with service providers)

What operational changes have you had to make to implement those practices?
(Examples: Changes in the management information system, changes in HR Policy, Changes in credit approval process, new marketing strategies, monitoring customer satisfaction, staff training, etc.).

What results have you achieved as a result of implementing those changes?
• In the Customer (target group, satisfaction, improving their standard of living)

• Your outreach / customer base

• MFI staff

• Access to funding from investors and donors

What investments have you made to implement the practices in line with the standards? How much does it cost to operate in line with the standards on every day basis?

If you have used any tools that helped you implement the practices please include a brief description of them.

**THANK YOU!**