Closure Stage Quality Assurance Report

Form Status: Approved		
Overall Rating:	Satisfactory	
Decision:		
Portfolio/Project Number:	00094436	
Portfolio/Project Title:	2018 National Human Development Report	
Portfolio/Project Date:	2018-01-01 / 2021-05-31	

Strategic

Quality Rating: Satisfactory

1. Did the project pro-actively identified changes to the external environment and incorporated them into the project strategy?

3: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives, assumptions were tested to determine if the project's strategy was valid. There is some evidence that the project board considered the implications, and documented the changes needed to the project in response. (all must be true)

2: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives. There is some evidence that the project board discussed this, but relevant changes did not fully integrate in the project. (both must be true)

1: The project team considered relevant changes in the external environment since implementation began, but there is no evidence that the project team considered these changes to the project as a result.

Evidence:

The Project has been extended in order to amend th e NHDR by addressing the necessary changes and modifications required by the donor. The Report und ergone numerous reviews and changes until its com pletion. The Project partners, agreed to try to addre ss the effect of the COVID19 pandemic on the Socia I Inclusion in BiH. Notwithstanding all challenge's an d extensions, the NHDR was finalized in March 202 1 and officially launched on 26 April 2021. It is availa ble on: https://www.ba.undp.org/content/bosnia_and _herzegovina/en/home/library/nhdr/NHDR2020_Soc ialInclusion.html. The relevant evidence is uploded.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	PBMeeting22April2020_8608_301 (https://int ranet.undp.org/apps/ProjectQA/QAFormDoc uments/PBMeeting22April2020_8608_301.p df)	dzenan.kapetanovic@undp.org	6/9/2021 7:55:00 PM
2	NHDR-RevisionCoverpage270521_8608_30 1 (https://intranet.undp.org/apps/ProjectQA/Q AFormDocuments/NHDR-RevisionCoverpag e270521_8608_301.pdf)	dzenan.kapetanovic@undp.org	7/14/2021 9:10:00 AM

2. Was the project aligned with the thematic focus of the Strategic Plan?

- 3: The project responded to at least one of the development settings as specified in the Strategic Plan (SP) and adopted at least one Signature Solution .The project's RRF included all the relevant SP output indicators. (all must be true)
- 2: The project responded to at least one of the developments settings1 as specified in the Strategic Plan. The project's RRF included at least one SP output indicator, if relevant. (both must be true)
- 1: While the project may have responded to a partner's identified need, this need falls outside of the UNDP Strategic Plan. Also select this option if none of the relevant SP indicators are included in the RRF.

Evidence:

Project responded to UNDP Strategic Plan 2018-20 21, Outcome 2- Accelerate structural transformation s for sustainable development and contributed to Sig nature Solution -1 Keeping people out of poverty.

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Relev	vant Quality Rating: Exemplary
	Vere the project's targeted groups systematically identified and engaged, with a priority focus on the priminated and marginalized, to ensure the project remained relevant for them?
۲	3: Systematic and structured feedback was collected over the project duration from a representative sample of beneficiaries, with a priority focus on the discriminated and marginalized, as part of the project's monitoring system. Representatives from the targeted groups were active members of the project's governance mechanism (i.e., the project board or equivalent) and there is credible evidence that their feedback informs project decision making. (all must be true)
\bigcirc	2: Targeted groups were engaged in implementation and monitoring, with a priority focus on the discriminated and marginalized. Beneficiary feedback, which may be anecdotal, was collected regularly to ensure the project addressed local priorities. This information was used to inform project decision making. (all must be true to select this option)
\bigcirc	1: Some beneficiary feedback may have been collected, but this information did not inform project decision making. This option should also be selected if no beneficiary feedback was collected Not Applicable
E٧	/idence:
v e	Systematic and structured feedback was collected o ver the project duration from a representative sample of beneficiaries through, by project established, an Advisory Board comprised of the representatives of t

he BiH governments at all levels, civil society organi zations, academia, and business sector. The Adviso ry Board served as a body for the wide consultations on the priorities in this area covered by the NHDR. F or evidence, please refer to the Rulebook of the Advi sory Board and its meeting minutes.

Li	List of Uploaded Documents			
#	File Name	Modified By	Modified On	
1	NHDRAdvisoryBoardToRandRulebook_8608 _303 (https://intranet.undp.org/apps/ProjectQ A/QAFormDocuments/NHDRAdvisoryBoardT oRandRulebook_8608_303.docx)	dzenan.kapetanovic@undp.org	6/4/2021 3:51:00 AM	
2	AdvisoryBoard-Minuteseng_8608_303 (http s://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/AdvisoryBoard-Minuteseng_86 08_303.docx)	dzenan.kapetanovic@undp.org	6/3/2021 10:04:00 PM	
3	AdvisoryBoardpresentation_04_SG2305201 8-Final_8608_303 (https://intranet.undp.org/a pps/ProjectQA/QAFormDocuments/Advisory Boardpresentation_04_SG23052018-Final_8 608_303.pptx)	dzenan.kapetanovic@undp.org	6/3/2021 10:04:00 PM	
4	AdvisoryBoardMeetingPresentationSarajevo Dec92019final_8608_303 (https://intranet.un dp.org/apps/ProjectQA/QAFormDocuments/ AdvisoryBoardMeetingPresentationSarajevo Dec92019final_8608_303.pptx)	dzenan.kapetanovic@undp.org	6/3/2021 10:06:00 PM	
5	NHDRAdvisoryBoardMeetingMinutes_09.12. 2019draftpetak13_8608_303 (https://intranet. undp.org/apps/ProjectQA/QAFormDocument s/NHDRAdvisoryBoardMeetingMinutes_09.1 2.2019draftpetak13_8608_303.docx)	dzenan.kapetanovic@undp.org	6/3/2021 10:07:00 PM	

4. Did the project generate knowledge, and lessons learned (i.e., what has worked and what has not) and has this knowledge informed management decisions to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk?

- S: Knowledge and lessons learned from internal or external sources (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) backed by credible evidence from evaluation, corporate policies/strategies, analysis and monitoring were discussed in project board meetings and reflected in the minutes. There is clear evidence that changes were made to the project to ensure its continued relevance. (both must be true)
- 2: Knowledge and lessons learned backed by relatively limited evidence, drawn mainly from within the project, were considered by the project team. There is some evidence that changes were made to the project as a result to ensure its continued relevance. (both must be true)
- 1: There is limited or no evidence that knowledge and lessons learned were collected by the project team.
 There is little or no evidence that this informed project decision making.

Evidence:

The National Human Development Report itself is th e knowledge product that provided information on th e main patterns, factors, situations and experiences of exclusion in BiH, as well as recommendations for future policy work.

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#	File Name	Modified By	Modified On
1	NHDR_ENG_print_8608_304 (https://intrane t.undp.org/apps/ProjectQA/QAFormDocume nts/NHDR_ENG_print_8608_304.pdf)	dzenan.kapetanovic@undp.org	6/9/2021 8:00:00 PM

5. Was the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change?

- 3: There was credible evidence that the project reached sufficient number of beneficiaries (either directly through significant coverage of target groups, or indirectly, through policy change) to meaningfully contribute to development change.
- 2: While the project was not considered at scale, there are explicit plans in place to scale up the project in the future (e.g. by extending its coverage or using project results to advocate for policy change).
- 1: The project was not at scale, and there are no plans to scale up the project in the future.

Evidence:

The project aim was to produce only one output - Na tional Human Development Report, that was fully ac hieved.

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6. Were the project's measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and produced the intended effect? If not, evidence-based adjustments and changes were made.

- 3: The project team gathered data and evidence through project monitoring on the relevance of the measures to address gender inequalities and empower women. Analysis of data and evidence were used to inform adjustments and changes, as appropriate. (both must be true)
- 2: The project team had some data and evidence on the relevance of the measures to address gender inequalities and empower women. There is evidence that at least some adjustments were made, as appropriate. (both must be true)
- 1: The project team had limited or no evidence on the relevance of measures to address gender inequalities and empowering women. No evidence of adjustments and/or changes made. This option should also be selected if the project has no measures to address gender inequalities and empower women relevant to the project results and activities.

Evidence:

Assessment and analyses of gender inequality patt erns in this Report provided a statistical baseline an d the necessary insight into the contextual how's of engaging women as agents of change- which will no t only inform future programming, but will also bring t o the fore the importance of gender equality to policy -makers in a country where such data and analysis i s inadequate or lacking. Gender equality is regarded as an important accelerator, and as such has an incr easing relevance for the BiH context. It has been util ized by UNDP, particularly in local programmes with great success. Therefore, assessing and analyzing gender inequality patterns in this report will provide a statistical baseline and the necessary insight into t he contextual how's of engaging women as agents o f change- which will not only inform future programm ing, but will also bring to the fore the importance of g ender equality to policy-makers in a country where s uch data and analysis is inadequate or lacking. This approach has a proven emancipatory potential, not only for women but for the wellbeing of people and p rogress of country at large. For evidence, please to t he National Human Development Report.

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- 7. Were social and environmental impacts and risks successfully managed and monitored?
- 3: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed for identified risks through consultative process and implemented, resourced, and monitored. Risks effectively managed or mitigated. If there is a substantive change to the project or change in context that affects risk levels, the SESP was updated to reflect these changes. (all must be true)
- 2: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed, implemented and monitored for identified risks. OR project was categorized as Low risk through the SESP.
- 1: Social and environmental risks were tracked in the risk log. For projects categorized as High or Moderate Risk, there was no evidence that social and environmental assessments completed and/or management plans or measures development, implemented or monitored. There are substantive changes to the project or changes in the context but SESP was not updated. (any may be true)

Evidence:

This type of intervention does not require SESP. Soc ial and environmental risks were not expected durin g the project implementation and therefore were not further monitored.

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8. Were grievance mechanisms available to project-affected people and were grievances (if any) addressed to ensure any perceived harm was effectively mitigated?

- 3: Project-affected people actively informed of UNDP's Corporate Accountability Mechanism (SRM/SECU) and how to access it. If the project was categorized as High or Moderate Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were effectively addressed in accordance with SRM Guidance. (all must be true)
- 2: Project-affected people informed of UNDP's Corporate Accountability Mechanism and how to access it. If the project was categorized as High Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were responded to but faced challenges in arriving at a resolution.
- 1: Project-affected people was not informed of UNDP's Corporate Accountability Mechanism. If grievances were received, they were not responded to. (any may be true)

	lence: grievances were reported for this project.			
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Management & Monitoring	Quality Rating: Needs Improvement
9. Was the project's M&E Plan adequately implemente	ed?
populated. Progress data against indicators in the sources and collected according to the frequency relevant. Any evaluations conducted, if relevant,	M&E plan. Baselines, targets and milestones were fully e project's RRF was reported regularly using credible data y stated in the Plan, including sex disaggregated data as fully meet decentralized evaluation standards, including ided during evaluations and/or After-Action Reviews, were (all must be true)
indicators in the project's RRF was collected on a following the frequency stated in the Plan and da	ines and targets were populated. Progress data against a regular basis, although there was may be some slippage in ata sources was not always reliable. Any evaluations valuation standards. Lessons learned were captured but were)
1: The project had M&E Plan, but costs were not Progress data was not regularly collected agains	, t clearly planned and budgeted for, or were unrealistic. st the indicators in the project's RRF. Evaluations did not meet rned were rarely captured and used. Select this option also if
Evidence:	Management Response:

The Project had a mechanism of data collection but t here is no evidence that the project monitoring and e valuation plan was implemented.

As the Project entailed only one deliverable - the Na tional Human Development Report, it was deemed t hat the M&E plan was not necessary. However, chall enges encountered in the implementation proved th at planned monitoring efforts would have been usefu I. For future similar interventions, the M&E plan will be introduced.

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10. W	0. Was the project's governance mechanism (i.e., the project board or equivalent) function as intended?					

- 3: The project's governance mechanism operated well, and was a model for other projects. It met in the agreed frequency stated in the project document and the minutes of the meetings were all on file. There was regular (at least annual) progress reporting to the project board or equivalent on results, risks and opportunities. It is clear that the project board explicitly reviewed and used evidence, including progress data, knowledge, lessons and evaluations, as the basis for informing management decisions (e.g., change in strategy, approach, work plan.) (all must be true to select this option)
- 2: The project's governance mechanism met in the agreed frequency and minutes of the meeting are on file. A project progress report was submitted to the project board or equivalent at least once per year, covering results, risks and opportunities. (both must be true to select this option)
- 1: The project's governance mechanism did not meet in the frequency stated in the project document over the past year and/or the project board or equivalent was not functioning as a decision-making body for the project as intended.

Evidence:

the Project Board consisted of UNDP and SDC repr esentatives. Project Board meeting minutes are on fi le, uploaded as evidence.

#	File Name	Modified By	Modified On
1	NHDRPBmeeting-September23.drrev_8608_ 310 (https://intranet.undp.org/apps/ProjectQ A/QAFormDocuments/NHDRPBmeeting-Sep tember23.drrev_8608_310.pdf)	dzenan.kapetanovic@undp.org	6/9/2021 10:31:00 PM
2	Secondinterimreportmemo_8608_310 (http s://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/Secondinterimreportmemo_86 08_310.pdf)	dzenan.kapetanovic@undp.org	6/9/2021 10:31:00 PM
3	ProjectBoard23.09.2019-2.rev-final_8608_31 0 (https://intranet.undp.org/apps/ProjectQA/Q AFormDocuments/ProjectBoard23.09.2019- 2.rev-final_8608_310.pptx)	dzenan.kapetanovic@undp.org	6/9/2021 10:31:00 PM
4	PBMeeting13June2019_8608_310 (https://int ranet.undp.org/apps/ProjectQA/QAFormDoc uments/PBMeeting13June2019_8608_310.p df)	dzenan.kapetanovic@undp.org	6/9/2021 10:32:00 PM
5	PBMeeting22April2020_8608_310 (https://int ranet.undp.org/apps/ProjectQA/QAFormDoc uments/PBMeeting22April2020_8608_310.p df)	dzenan.kapetanovic@undp.org	6/9/2021 10:32:00 PM

11. Were risks to the project adequately monitored and managed?

- 3: The project monitored risks every quarter and consulted with the key stakeholders, security advisors, to identify continuing and emerging risks to assess if the main assumptions remained valid. There is clear evidence that relevant management plans and mitigating measures were fully implemented to address each key project risk and were updated to reflect the latest risk assessment. (all must be true)
- 2: The project monitored risks every year, as evidenced by an updated risk log. Some updates were made to management plans and mitigation measures.
- 1: The risk log was not updated as required. There was may be some evidence that the project monitored risks that may affected the project's achievement of results, but there is no explicit evidence that management actions were taken to mitigate risks.

Evidence:

The project risks are populated in the ATLAS risk log and regularly updated

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Efficient	Quality Rating	: Satisfactory
12. Adequate resources were adjust expected results in the	mobilized to achieve intended results. If not project's results framework.	, management decisions were taken to
YesNo		
Evidence: Adequate resources have to inning of the project which e f envisaged activities in the in the end resulted in full fle	enabled implementation o extended timeframe, that	
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# File Name	Modified By	Modified On

1	NHDRCSASWITZERLAND_8608_312 (http s://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/NHDRCSASWITZERLAND_86 08_312.pdf)	dzenan.kapetanovic@undp.org	7/14/2021 9:28:00 AM

13. Were project inputs procured and delivered on time to efficiently contribute to results?

	 2: The project had updated procurement plan. procuring inputs in a timely manner and addrest true) 1: The project did not have an updated procure operational bottlenecks to procuring inputs reg them. 	ssed them through appropr	iate management actions. (all must m may or may not have reviewed
Evio	dence:		
	side from recruitment of the team leader and the ect team no major procurement activities were		
du	icted under this project.		
	icted under this project. st of Uploaded Documents File Name	Modified By	Modified On
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- to ensure complementarity and sought efficiencies wherever possible (e.g. joint activities.) (both must be true)
 2: The project monitored its own costs and gave anecdotal examples of cost efficiencies (e.g., spending less to get the same result,) but there was no systematic analysis of costs and no link to the expected quality of results delivered. The project coordinated activities with other projects to achieve cost efficiency gains.
- 1: There is little or no evidence that the project monitored its own costs and considered ways to save money beyond following standard procurement rules.

Evidence:

The project monitored its own cost and have manag ed to complete all activities within the assigned budg et.

Wherever possible, internal CO expertise was utilize d e.g. Gender Specialist, MZ project field staff and et c.

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ffective	Quality Rating: Hig	hly Satisfactory
15. Was the project on track and delivere	d its expected outputs?	
YesNo		
Evidence:		
Despite certain delays in project imple sed by illness of the initial Team leader he new Team leader and team membe D-19 pandemic, the project successful of its expected outputs e.g. NHDR.	r, selection of t ers, and COVI	
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16. Were there regular reviews of the work plan to ensure that the project was on track to achieve the desired results, and to inform course corrections if needed?

- 3: Quarterly progress data informed regular reviews of the project work plan to ensure that the activities implemented were most likely to achieve the desired results. There is evidence that data and lessons learned (including from evaluations /or After-Action Reviews) were used to inform course corrections, as needed. Any necessary budget revisions were made. (both must be true)
- 2: There was at least one review of the work plan per year with a view to assessing if project activities were on track to achieving the desired development results (i.e., outputs.) There may or may not be evidence that data or lessons learned were used to inform the review(s). Any necessary budget revisions have been made.
- 1: While the project team may have reviewed the work plan at least once over the past year to ensure outputs were delivered on time, no link was made to the delivery of desired development results. Select this option also if no review of the work plan by management took place.

Evidence:

Project workplan and timeline were revised several ti mes. Due to specific composition of the project boar d, direct exchange of and e-mail communication bet ween the Team leader, UNDP and SDC was often u sed to agree the next steps conceptual framework and revised project timeline a re attached as an evidence

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#	File Name	Modified By	Modified On
1	Projecttimeline.rev.2_8608_316 (https://intra net.undp.org/apps/ProjectQA/QAFormDocu ments/Projecttimeline.rev.2_8608_316.docx)	dzenan.kapetanovic@undp.org	6/9/2021 10:35:00 PM
2	ConceptualframeworkREVISED_8608_316 (https://intranet.undp.org/apps/ProjectQA/QA FormDocuments/ConceptualframeworkREVI SED_8608_316.pdf)	dzenan.kapetanovic@undp.org	6/9/2021 10:35:00 PM

17. Were the targeted groups systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results were achieved as expected?

- 3: The project targeted specific groups and/or geographic areas, identified by using credible data sources on their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. There is clear evidence that the targeted groups were reached as intended. The project engaged regularly with targeted groups over the past year to assess whether they benefited as expected and adjustments were made if necessary, to refine targeting. (all must be true)
- 2: The project targeted specific groups and/or geographic areas, based on some evidence of their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work.
 Some evidence is provided to confirm that project beneficiaries are members of the targeted groups. There was some engagement with beneficiaries in the past year to assess whether they were benefiting as expected. (all must be true)
- 1: The project did not report on specific targeted groups. There is no evidence to confirm that project beneficiaries are populations have capacity needs or are deprived and/or excluded from development opportunities relevant to the project area of work. There is some engagement with beneficiaries to assess whether they benefited as expected, but it was limited or did not occurred in the past year.
- Not Applicable

Evidence:

Through the Advisory board all relevant stakeholder s were involved into decision making and contribute d to project implementation. In addition to it the proje ct developed and launched the web portal http://ww w.ukljucise.ba/ as the tool to gather voices of those most excluded and to enable them to raise their con cerns and express their opinions and inform the desi gn of the report.

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Sustainability & National Ownership

Quality Rating: Satisfactory

18. Were stakeholders and national partners fully engaged in the decision-making, implementation and monitoring of the project?

- 3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) were used to fully implement and monitor the project. All relevant stakeholders and partners were fully and actively engaged in the process, playing a lead role in project decision-making, implementation and monitoring. (both must be true)
- 2: National systems (i.e., procurement, monitoring, evaluation, etc.) were used to implement and monitor the project (such as country office support or project systems) were also used, if necessary. All relevant stakeholders and partners were actively engaged in the process, playing an active role in project decision-making, implementation and monitoring. (both must be true)
- 1: There was relatively limited or no engagement with national stakeholders and partners in the decisionmaking, implementation and/or monitoring of the project.
- Not Applicable

Evidence:

The Project was implemented through Direct Implem entation modality (DIM).

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19. Were there regular monitoring of changes in capacities and performance of institutions and systems relevant to the project, as needed, and were the implementation arrangements⁸ adjusted according to changes in partner capacities?

- 3: Changes in capacities and performance of national institutions and systems were assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources including relevant HACT assurance activities. Implementation arrangements were formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (all must be true)
- 2: Aspects of changes in capacities and performance of relevant national institutions and systems were monitored by the project using indicators and reasonably credible data sources including relevant HACT assurance activities. Some adjustment was made to implementation arrangements if needed to reflect changes in partner capacities. (all must be true)
- 1: Some aspects of changes in capacities and performance of relevant national institutions and systems may have been monitored by the project, however changes to implementation arrangements have not been considered. Also select this option if changes in capacities and performance of relevant national institutions and systems have not been monitored by the project.
- Not Applicable

ormances of the relevant institutions considered to change the implementa ents.		
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20. Were the transition and phase-out arrangements were reviewed and adjusted according to progress (including financial commitment and capacity).

- 3: The project's governance mechanism regularly reviewed the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan. The plan was implemented as planned by the end of the project, taking into account any adjustments made during implementation. (both must be true)
- 2: There was a review of the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan.
- 1: The project may have had a sustainability plan but there was no review of this strategy after it was developed. Also select this option if the project did not have a sustainability strategy.

Evidence:

Following launch of the NHDR, the UNDP and SDC agreed on development of the Advocacy Campaign Action Plan , that sets the way forward for popularizi ng the findings and policies identified as priorities ac ross four social sector systems. An action plan provi des a practical roadmap for achieving the campaign goal. It includes a detailed work plan highlighting pla nned activities, steps and resources needed to achie ve them within set timelines. It also clarifies roles an d responsibilities among partners for carrying out the activities. Advocacy campaign action plan is attache d

File Name	Modified By	Modified On
Advocacycampaignactionplan_8608_320 (htt ps://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/Advocacycampaignactionplan_ 8608_320.docx)	dzenan.kapetanovic@undp.org	6/9/2021 10:42:00 PM

QA Summary/Final Project Board Comments