



# NGO BENCHMARKING TESTIMONIALS

Impartial NGO accountability assessment and training for global comparison and continuous improvement.  
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**NGO AND AID MONITORING SERVICES**  
INCREASE VISIBILITY. EFFICIENCY AND ACCOUNTABILITY

**SGS**



## ADREAM FOUNDATION CHINA

"SGS' Benchmarking Standard covers all aspects of the NGO management, which are comprehensive and practical. The audit team demonstrated a very professional level which benefited us a lot. Through the audit process we now better understand our own management level, and we have learned about the international best practices in NGO management and governance. It is a valuable experience for Chinese NGOs offering guidance also at early stage of development.

The audit can achieve several objectives: to help improve the internal management system of the foundation, to improve staff awareness and management level, to maintain a high level of social responsibility, and to enhance the brand image of the foundation. Therefore, we will continue to implement this standard within our organization.

We actively recommend and advocate the certification standard to peers in the NGO sector. Effective and accountable management can ensure the sustainable development of projects and institutions. Only by improving the overall level of governance in NGOs, we can make the sector flourish."



## AGEXPORT (ASOCIACION GUATEMALTECA DE EXPORTADORES) GUATEMALA

"Thanks to thorough preparation and review against the criteria of the NGO Benchmark, we succeeded in receiving the NGO Benchmarking certification. We used the observations to review the effectiveness of our operations and develop improvements. The results were transparently shared in our digital newspaper, which is visited by partners and donors. It highlights our effort to maintain and improve the good practices carried out within the organization's areas. A challenge for us is to meet the expectations of all our stakeholders in how we provide the services and execute on our activities. The NGO benchmarking offers practical guidelines and a way to effectively monitor our organization in a transparent manner.

The people at SGS are remarkably positive. They offer opportunities to improve and optimize the organizational performance and our potential. They have a high professionalism regarding the questioning and performance of our management. Continuous re-assessments allow to make further targeted improvements that are valuable to the organization.

We recommend NGO Benchmarking to other organizations. It contributes to the efficiency and transparency in the management of the organization."

**THE PEOPLE AT SGS ARE  
REMARKABLY POSITIVE**



## THE SOCIETY TO SUPPORT CHILDREN SUFFERING FROM CANCER (MAHAK) IRAN

"SGS NGO Benchmarking services have increased the public trust in our organization. It does not go unnoticed by our key stakeholders. We decided to apply for re-certification to make sure our organization keeps up with high standards of quality and integrity. We feel it is a critical component to set up our organization for the future, and prepare for eventual challenges ahead. The audit is undertaken by a competent team at SGS, and we would recommend it to organizations and donors alike."

**SGS NGO BENCHMARKING SERVICES  
HAVE INCREASED THE PUBLIC TRUST  
IN OUR ORGANIZATION**



## RENDE FOUNDATION CHINA

"We thought the SGS NGO Benchmarking to be very flexible and focused on international best practice. For every dimension in the audit scope, a comprehensive review was done of the evidence we could present. We think this is very good for the long-term development of NGOs in China and make sure they achieve their mission and vision".



PROYECTO REGIONAL DE USAID PARA  
COMERCIO Y ALIANZAS DE MERCADO



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**WE DERIVED FROM THIS  
INDEPENDENT THIRD-PARTY  
ASSESSMENT CONCRETE INSIGHT  
BOTH IN AREAS OF IMPROVEMENT  
AS WELL AS IN STRENGTHS OF THE  
ORGANIZATION**

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## **USAID-PRUCAM (PROYECTO REGIONAL DE USAID DE COMERCIO Y ALIANZAS DE MERCADO) AND SIECA (SECRETARIA DE INTEGRACIÓN CENTROAMERICANA) GUATEMALA**

For the USAID Regional Project for Trade and Market Alliances, SGS' NGO Benchmarking allowed us to evaluate the impact of the support offered to our International Allied Organizations. The results of the independent assessment by the SGS team were presented to senior management, which led to the formulation of action plans to improve. What was extremely useful was that it enabled the assessed organization to benchmark itself and compare its performance with other organizations. We derived from this independent third-party assessment concrete insight both in areas of improvement as well as in strengths of the organization.

The SGS team involved was very professional. They understood our situation, needs and areas of interest. The staff could relate very easily to all levels of the organization that were involved in the assessment. It is highly recommended to use the NGO Benchmarking services, for any organization that is committed to transparency, accountability and continuous improvement.

Whether you are a cooperation agency or donor providing grants, technical assistance, or whether you are interested in strengthening organizations, it is a useful, credible and practical tool to assess organizations before and afterwards. This way, we can evaluate fairly and assure organizations can grow through improvement.



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**A STRONG ELEMENT OF THE SGS  
NGO BENCHMARKING AUDIT IS  
THE FACT THAT ITS SCOPE IS TRULY  
INTERNATIONAL**

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## **HCVC CHINA**

"A strong element of the SGS NGO Benchmarking audit is the fact that its scope is truly international. The dimensions in the standard reflect internal best practices. Recognised by international organizations, the NGO Benchmark offers both practical and important guidance for Chinese NGOs that want to go overseas. We were impressed by the in-depth review of the SGS team involved through both in-depth interviews and documentary reviews. We know better where we stand now, benchmarked against NGOs globally. We identified areas that need more attention and we look forward to further improving and strengthening our organization".



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**THEIR TAGLINE IS EXACTLY  
WHAT I EXPERIENCED, 'NGO  
BENCHMARKING'**

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## **FOUNDATION FOR ADOLESCENT DEVELOPMENT PHILIPPINES**

"What I liked about my experience with SGS auditing is that I was impressed by the understandability and brevity of the analysis and reporting of the results. For example, the dimensions used as the basis for scoring Best Practices is all understandable to me.

Regardless of our low overall score, what is more important is the specificity of the opportunities for improvement that are spelled-out. From what is expected from the Board of Trustees, what policy we should have regarding fundraising and financial control, to a seemingly simple and secondary concern such as ensuring that our fire extinguishers are regularly checked and filled up.

We are proud to have gotten our highest score from having a solid strength in strategic framework and that we show this consistency in all our projects. I like the SGS audit for the specificity of the recommendations as a basis for improvement.

Their tagline is exactly what I experienced, 'NGO Benchmarking'."



## RED CROSS NATIONAL SOCIETIES KENYA AND UGANDA

“The Fritz Institute [the donor] completed the first step in creating a third-party quality certification to recognize excellence among African NGOs. The Red Cross Societies of Kenya and Uganda were certified for achieving world-class standards in management capability, transparency and accountability. At the time of the assessment this was the first time an external organisational audit had been used to assess humanitarian organizations in Africa, and the first-time certification has been done for members of the Red Cross movement worldwide.”

[SGS’s NGO benchmarking] “...certification means that we have had an objective evaluation of our capabilities, procedures, and cost effectiveness, which will help us renew existing partnerships and open avenues for new resources.

This certification will help our society in two ways: 1) provide an internal check to see how we are doing and help us identify where we need improvement, and 2) reposition African humanitarian organizations as institutions that the world can rely on to serve African humanitarian needs. This is expected to help all participating organizations strengthen their images and credibility with donors and other key domestic and international stakeholders.”



## HABITAT FOR HUMANITY (YAYASAN HABITAT KEMANUSIAAN) INDONESIA

“On behalf of Habitat for Humanity Indonesia we would like to thank SGS for the service rendered during the audit and for the NGO Benchmarking certificate provision. We also would like to thank the audit team of SGS for their demonstrated high professionalism. They developed a conducive environment for learning through the exposure of International Best Practices for our organization and staff. The SGS team also showed a sound understanding of the context during the audit process.”

“The SGS audit preparation and processes were a very good learning for Habitat for Humanity Indonesia and for our staff. The documents provided and the auditors approach and methodology during the process enabled us to review and reflect our existing performance with a clear set of benchmarks. It enabled us to plan for future organization development to achieve another organizational milestone. The process and SGS certificate will enable Habitat for Humanity Indonesia to scale up its operation in serving the low-income groups in Indonesia; and realizes the vision and mission of Habitat for Humanity in “Building Homes and Building Lives.”