

**Procedure for Designing Charitable
Projects and Programs
QCS-QMS-P16**



Issue/Revision Number:

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Date of issue: 00/00/2000

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**Procedure for Designing
Charitable Projects and
Programs**

QCS-QMS-P16

Approvals

Prepared by: Consulting firm	Review: Quality Manager	Approved by: General Manager
Name:	Name:	Name:
Signature:	Signature:	Signature:

Statement of amendments

M	Statement of amendments	Date of Amendment	Page number
1.			
2.			
3.			
4.			

Distribution List

M	Administration	Responsible	Number of copies
1.			
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1- Purpose:

This procedure aims to establish an integrated methodology for designing charitable projects and programs within (write your organization's name here), ensuring alignment with the association's mission and development goals, while achieving sustainable social impact in accordance with the needs of beneficiaries and partners, and the national and international standards of quality management.

2- Scope:

This procedure applies to all projects, programs, and charitable initiatives implemented or supervised by the association, including:

- Long-term development projects.
- Service and seasonal programs (e.g., clothing drives, food baskets, orphan sponsorship).
- Volunteer and community initiatives.
- Funding partnerships with donors.
- Joint projects with other charitable organizations and institutions.

3- Responsibilities:

Role	Responsibilities
Top Management	Approves strategic projects and annual development plans, ensuring the availability of financial and human resources.
Projects and Programs Department	Prepares project designs, defines objectives, outputs, budgets, schedules, and conducts feasibility assessments.
Resource Development Department	Identifies potential funding sources and coordinates communication with donors and partners.
Quality Department	Reviews project designs to ensure alignment with quality standards and key performance indicators.
Technical or Program Committee	Evaluates proposed projects and grants technical approval before submitting to top management.
Corporate Communication Department	Prepares promotional materials to support the project and attract donors.

4- Definitions:

Term	Definition
Charitable Project	A structured activity with defined objectives, timeframe, and budget, aimed at achieving a social and developmental impact for beneficiaries.
Charitable Program	A set of related projects managed within a single framework to achieve a specific strategic goal.

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Feasibility Study	A comprehensive analysis to determine the viability of implementing a project in terms of need, cost, return, and sustainability.
Social Impact	The tangible positive changes a project brings to the lives of beneficiaries and the community.

5- Tools and models:

NO	Form Name	Code	Purpose	Retention Period	Storage Location
1	Initial Charitable Project Idea Form	QCS-QMS-F73	To record initial project ideas with a summary of needs and target groups	Until evaluation	Projects Department
2	Charitable Project Feasibility Study Form	QCS-QMS-F74	To analyze the economic, social, and technical feasibility of the proposed project	5 years	Projects Department
3	Detailed Charitable Project Design Form	QCS-QMS-F75	To document project details: objectives, indicators, outputs, activities, timelines, and budgets	5 years	Projects Department
4	Technical Evaluation of Project Proposals Form	QCS-QMS-F76	To evaluate the quality of proposed designs and potential implementation risks	3 years	Program Committee
5	Project Approval Form	QCS-QMS-F77	For formal approval of the project by the technical committee and top management	3 years	General Secretariat of the Association

6- Procedure Steps:

NO	Step	Execution Details	Responsible Entity	Form Used	Update Responsibility
1	Identify Project Idea	Receive project proposals from departments, volunteers, or the local community, and study general needs through surveys or existing data.	Projects Department	QCS-QMS-F73	Projects Department

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2	Analyze Needs and Target Group	Identify the specific social problem, target group, and geographical impact area, with documented statistical or field references.	Projects Department	QCS-QMS-F73	Projects Department
3	Prepare Initial Feasibility Study	Analyze the economic and social feasibility of the project, estimating required resources and potential funding sources.	Projects + Resources Departments	QCS-QMS-F74	Projects Department
4	Develop Detailed Project Design	Prepare a comprehensive design document including SMART objectives, indicators, activities, timelines, and risks.	Projects Department	QCS-QMS-F75	Projects Department
5	Internal Review	Review by the Quality Department to ensure alignment with the association's goals and performance standards.	Quality Department	QCS-QMS-F75	Quality Department
6	Technical Evaluation and Risk Assessment	Submit the project to the Program Committee for technical evaluation and risk analysis.	Program Committee	QCS-QMS-F76	Program Committee
7	Final Approval	Submit recommendations to top management for formal approval and budget allocation.	Top Management	QCS-QMS-F77	General Secretariat
8	Documentation and Archiving	Save all project documents and forms (digital and paper) in the project files by implementation year.	Projects Department	All forms	Projects Department
9	Announcement and Promotion	Prepare media materials for the approved project and publish them on the association's official channels.	Corporate Communication Department	—	Communication Department

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10	Review and Improvement	Review the process after each project to enhance the design methodology and update forms based on lessons learned.	Quality Department	—	Quality Department
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7- Risk management:

Risk	Cause	Impact	Severity	Preventive Action
Inaccurate needs assessment	Lack of data or rushed evaluation	Misaligned projects that do not meet real needs	High	Use validated needs analysis tools and review findings by a technical committee.
Inaccurate budget estimates	Poor financial forecasting or missing data	Delays or budget overruns	High	Use data from past projects and involve the finance department in estimates.
Unclear performance indicators	Undefined measurable targets	Difficulty assessing project impact	Medium	Train project teams on SMART indicators.
Project approval delays	Lengthy administrative procedures	Missed funding opportunities and implementation delays	Medium	Set fixed schedules for committee and management reviews.

8- Performance indicators:

Indicator	Measurement method	Target	Frequency
Percentage of designed and approved projects within the annual plan	Approved projects ÷ total planned × 100	≥ 90%	Annual
Average project approval cycle time	Days from proposal submission to final approval	≤ 30 days	Quarterly
Percentage of projects achieving high social impact	Projects meeting objectives ÷ total implemented × 100	≥ 85%	Annual
Percentage of projects with defined performance indicators	Projects with SMART indicators ÷ total projects × 100	≥ 95%	Annual

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9- References

- Clauses (8.1 – 8.3) ISO 9001:2015
- Operational Policy (QCS-QMS-PL08)
- Project Performance Evaluation Record (QCS-QMS-F90)
- Charitable Projects Management Manual – (Write your organization's name here)

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Document register
for the Quality
Management System for
Charitable Associations

MANUAL

**Quality Management System MANUAL
for Charitable Associations**

**Code
QCS-QMS-MANUAL**

Procedures

NO	Procedure	Code	Forms
1	Conduct context analysis and identify the needs and expectations of interested parties	QCS-QMS-P01	QCS-QMS-F01 QCS-QMS-F02 QCS-QMS-F03 QCS-QMS-F04 QCS-QMS-F05 QCS-QMS-F06
2	Procedure for determining the scope of the quality management system in the association	QCS-QMS-P02	QCS-QMS-F07 QCS-QMS-F08 QCS-QMS-F09 QCS-QMS-F10
3	Procedure for determining general quality policy and objectives	QCS-QMS-P03	QCS-QMS-F11 QCS-QMS-F12 QCS-QMS-F13 QCS-QMS-F14
4	Procedure for the distribution of responsibilities and powers within the association	QCS-QMS-P04	QCS-QMS-F15 QCS-QMS-F16 QCS-QMS-F17 QCS-QMS-F18
5	Governance and Social Responsibility Implementation Procedure	QCS-QMS-P05	QCS-QMS-F19 QCS-QMS-F20 QCS-QMS-F21 QCS-QMS-F22 QCS-QMS-F23
6	Risk and Opportunity Management Procedure for Projects and Programs	QCS-QMS-P06	QCS-QMS-F24 QCS-QMS-F25 QCS-QMS-F26 QCS-QMS-F27
7	Preparation and follow-up of operational and development objectives	QCS-QMS-P07	QCS-QMS-F28 QCS-QMS-F29 QCS-QMS-F30 QCS-QMS-F31

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8	Change Management Procedure for Operations and Projects	QCS-QMS-P08	QCS-QMS-F32 QCS-QMS-F33 QCS-QMS-F34
9	Human Resources and Volunteer Management Procedure	QCS-QMS-P09	QCS-QMS-F35 QCS-QMS-F36 QCS-QMS-F37 QCS-QMS-F38 QCS-QMS-F39
10	Competency Management, Training and Awareness Procedure	QCS-QMS-P10	QCS-QMS-F40 QCS-QMS-F41 QCS-QMS-F42 QCS-QMS-F43 QCS-QMS-F44
11	Procurement and Supply Management Procedure	QCS-QMS-P11	QCS-QMS-F45 QCS-QMS-F46 QCS-QMS-F47 QCS-QMS-F48 QCS-QMS-F49 QCS-QMS-F50
12	Facilities Management and Work Environment Procedure	QCS-QMS-P12	QCS-QMS-F51 QCS-QMS-F52 QCS-QMS-F53 QCS-QMS-F54 QCS-QMS-F55 QCS-QMS-F56 QCS-QMS-F57
13	Institutional Communication and Outreach	QCS-QMS-P13	QCS-QMS-F58 QCS-QMS-F59 QCS-QMS-F60 QCS-QMS-F61 QCS-QMS-F062
14	Control of documents and documented information	QCS-QMS-P14	QCS-QMS-F63 QCS-QMS-F64 QCS-QMS-F65 QCS-QMS-F66 QCS-QMS-F67
15	Knowledge management and lessons learned documentation procedure	QCS-QMS-P15	QCS-QMS-F68 QCS-QMS-F69 QCS-QMS-F70 QCS-QMS-F71 QCS-QMS-F72

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16	Designing charitable projects and programs	QCS-QMS-P16	QCS-QMS-F73 QCS-QMS-F74 QCS-QMS-F75 QCS-QMS-F76 QCS-QMS-F77
17	Implementation and follow-up of charitable projects and programs	QCS-QMS-P17	QCS-QMS-F78 QCS-QMS-F79 QCS-QMS-F80 QCS-QMS-F81 QCS-QMS-F82
18	Partnership Management and Institutional Relationship Development Procedure	QCS-QMS-P18	QCS-QMS-F83 QCS-QMS-F84 QCS-QMS-F85 QCS-QMS-F86 QCS-QMS-F87
19	Association Financial Resource Development Procedure	QCS-QMS-P19	QCS-QMS-F88 QCS-QMS-F89 QCS-QMS-F90 QCS-QMS-F91 QCS-QMS-F92
20	Service provision and support requests	QCS-QMS-P20	QCS-QMS-F93 QCS-QMS-F94 QCS-QMS-F95 QCS-QMS-F96 QCS-QMS-F97
21	Complaints, Comments, and Suggestions Management Procedure	QCS-QMS-P21	QCS-QMS-F98 QCS-QMS-F99 QCS-QMS-F100 QCS-QMS-F101
22	Procedure for managing donations and contributions in kind and cash	QCS-QMS-P22	QCS-QMS-F102 QCS-QMS-F103 QCS-QMS-F104 QCS-QMS-F105 QCS-QMS-F106
23	Procedure for managing relationships with beneficiaries and charitable volunteers	QCS-QMS-P23	QCS-QMS-F107 QCS-QMS-F108 QCS-QMS-F109 QCS-QMS-F110 QCS-QMS-F111
24	Procedure for managing volunteer participation in field projects	QCS-QMS-P24	QCS-QMS-F112 QCS-QMS-F113 QCS-QMS-F114 QCS-QMS-F115 QCS-QMS-F116
25	Operational governance and ensuring integrity and transparency	QCS-QMS-P25	QCS-QMS-F117 QCS-QMS-F118

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			QCS-QMS-F119 QCS-QMS-F120 QCS-QMS-F121
26	Internal audit implementation and follow-up procedure	QCS-QMS-P26	QCS-QMS-F122 QCS-QMS-F123 QCS-QMS-F124 QCS-QMS-F125
27	Comprehensive administrative review procedure	QCS-QMS-P27	QCS-QMS-F126 QCS-QMS-F127 QCS-QMS-F128
28	Measuring and analyzing beneficiary and partner satisfaction	QCS-QMS-P28	QCS-QMS-F129 QCS-QMS-F130 QCS-QMS-F131
29	Conducting individual and institutional performance evaluations	QCS-QMS-P29	QCS-QMS-F132 QCS-QMS-F133 QCS-QMS-F134
30	Social Impact Measurement and Philanthropic Performance Assessment Procedure	QCS-QMS-P30	QCS-QMS-F135 QCS-QMS-F136 QCS-QMS-F137 QCS-QMS-F138
31	Nonconformity Management and Corrective Action Procedure	QCS-QMS-P31	QCS-QMS-F139 QCS-QMS-F140
32	Continuous improvement and application of lessons learned procedure	QCS-QMS-P32	QCS-QMS-F141 QCS-QMS-F142

Policies

NO	Policy	Code
1	General Quality Policy for Charitable Associations	QCS-QMS-PL00
2	Policy Understanding the Context of the Association and Stakeholders	QCS-QMS-PL01
3	Policy for determining the scope of the quality management system in charitable associations	QCS-QMS-PL02
4	Leadership, Commitment, and Social Responsibility Policy in Charitable Associations	QCS-QMS-PL03
5	Beneficiary and Donor Satisfaction Policy in Charitable Associations	QCS-QMS-PL04
6	Risk and Opportunity Management Policy in Charitable Associations	QCS-QMS-PL05
7	Human Resources and Volunteer Competency Development Policy	QCS-QMS-PL06

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8	Policy on Financial and Material Resource Management in Charitable Associations	QCS-QMS-PL07
9	Charitable Infrastructure and Work Environment Policy	QCS-QMS-PL08
10	Internal and External Communication Policy	QCS-QMS-PL09
11	Charitable Programs and Projects Design and Development Policy	QCS-QMS-PL10
12	Charitable Programs and Projects Implementation and Follow-up Policy	QCS-QMS-PL11
13	Policy on Partnerships and Development of the Association's Resources	QCS-QMS-PL12
14	Charitable Associations Beneficiary Service Policy	QCS-QMS-PL13
15	Complaints, Suggestions, and Beneficiary Protection Policy	QCS-QMS-PL14
16	Volunteering and Volunteer Management Policy	QCS-QMS-PL15
17	Security, Safety, and Operational Risk Management Policy	QCS-QMS-PL16
18	Governance, Transparency, and Accountability Policy in Charitable Work	QCS-QMS-PL17
19	Social Impact Measurement and Charitable Performance Evaluation Policy	QCS-QMS-PL18
20	Policy for measuring the satisfaction of beneficiaries, partners, and supporters	QCS-QMS-PL19
21	Internal Audit Policy	QCS-QMS-P20
22	Management Review Policy	QCS-QMS-PL21
23	Continuous Improvement and Institutional Learning Policy	QCS-QMS-PL22

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Detailed Charitable Project Design

QCS-QMS-F75

Section 1: Basic Project Information

Item	Details	Example
Project Number	PRJ-2025-003
Project Name	Improving the Living Standards of Low-Income Families
Project Type	<input type="checkbox"/> Developmental <input type="checkbox"/> Service <input type="checkbox"/> Seasonal <input type="checkbox"/> Emergency	
Implementing Department	Development Programs Department
Partners / Supporting Entities	Al-Birr Association – National Good Foundation
Design Date	15 / 03 / 2025
Proposed Duration	6 months
Responsible Department	Projects Department
Funding Entity	Donors Development Foundation

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Section 2: General and Specific Objectives

Objective Type	Statement	Measurement Indicator	Quantitative Target	Timeframe
General Objective
Specific Objective 1
Specific Objective 2

Section 3: Target Group and Location

Item	Details
Target Group
Expected Number of Beneficiaries

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Item	Details
Selection Criteria
Implementation Location

Section 4: Activity Implementation Plan

No.	Activity	Details	Expected Output	Responsible	Target Date
1
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3

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Section 5: Required Resources

Resource Type	Details	Source	Quantity	Notes
Human
Financial
Technical / Equipment
Logistical

Section 6: Detailed Estimated Budget

Item	Description	Cost (SAR)	Funding Source	Notes
.....
.....
Total Budget			

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Section 7: Risk Management Plan

Risk	Possible Cause	Impact	Severity	Preventive / Corrective Action
.....	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
.....	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High

Section 8: Monitoring and Evaluation Plan

Item	Details
Monitoring Method
Evaluation Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Annually
Key Performance Indicators (KPIs)
Data Collection Tools	<input type="checkbox"/> Surveys <input type="checkbox"/> Interviews <input type="checkbox"/> Field Reports <input type="checkbox"/> Photos <input type="checkbox"/> Others
Responsible Department

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Section 9: Sustainability Plan

Area	Proposed Sustainability Mechanism
Funding
Operations
Partnerships
Future Development

Section 10: Review and Approval

Department	Name	Signature	Date
Project Preparer
Project Manager
Quality Manager
Executive Director

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Detailed Charitable Project Design

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Filling Instructions:

1. This form is prepared after the feasibility study and serves as the final project design document.
2. All appendices (budget, implementation plan, risk analysis) must be attached.
3. No project shall start without the executive director's signature on this form.

Review and Approval:

Role	Name	Job Title	Signature	Date
Prepared by:		Project Coordinator		
Reviewed by:		Project Manager		
Approved by:		Executive Director		

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