

Impact Management Programme Deliverables Menu

The Impact Management Programme Deliverables Menu consists of five components:

1. Planning for Impact
2. Collecting Data
3. Analysing Data
4. Reviewing and Revising Work
5. Reporting Impact

In each component, various sub-categories were included, along with the list of deliverable descriptions. Please note the following disbursement schedule and timeline for completion of deliverables: this is for reference and should be modified based on a joint assessment of the individual need and availability of the enterprise. The components listed below are iterative in that they build on one another. To receive full price of the voucher, we would therefore expect to see most or all of the services below, with any deviations explained in the identified gaps as capacities that the enterprise already has internally with some examples of how they have already covered this area. To receive the bonus, we would require the submission of an impact report compiled based on the systems and processes addressed through the service delivery.

- The first payment tranche (70% of the cost of the proposed service) will be disbursed upon completion the agreed deliverables from Component 1 to Component 4
 - *Timeline for completion: 4 – 6 months*
- The second payment tranche (30% of the cost of the proposed service) will be disbursed upon completion of the agreed deliverable (i.e. impact report) from Component 5
 - *Timeline for completion: up to 18 months after the end of service delivery*

We have also included the reference sections of the IM Toolkit for each of the sub-categories to help you achieve a deeper understanding of the topics. You are encouraged to apply these concepts when you work alongside the Impact Enterprises to develop an Impact Measurement and Management Plan specific to the individual needs of the Impact Enterprises.

Component	Deliverable Descriptions	IM Toolkit	Timeline
1: Planning for Impact			
1.1	<p><i>Problem & Solution</i></p> <p>A concept document (e.g. mind map, brainstorming note), capturing the three impact dimensions:</p> <ul style="list-style-type: none"> - Who experiences changes? - What changes do stakeholders experience? - How much changes do stakeholder experience? 	<p>1.1.1</p> <p>1.1.2</p> <p>1.1.3</p>	1 week



		Note: the required baseline information also identified in order to quantify changes		
1.2	<i>ToC Structuring</i>	<p>A comprehensive TOC illustrating how the business model is expected to lead to stated goals:</p> <ul style="list-style-type: none"> - impact indicators (take into account the three dimensions: who / what / how much changes) arranged in a logical order (i.e. inputs, activities, outputs, outcomes and impact levels) - critical external assumptions and risks that may affect the achievement of changes identified and are clearly documented 	1.2	2 weeks
1.3	<i>Developing Indicators</i>	Various types of indicators (quantitative and qualitative, as well as performance and process indicators) identified and are incorporated in the comprehensive ToC	2.2 and 3.1	1 – 2 weeks
		Every indicator statement in the comprehensive ToC was developed in accordance to SMART principles	2.3	1 week
2. Collecting Data				
2.1	<i>Customer Touchpoint</i>	<p>A customer touchpoint journey for each stakeholder (e.g. clients, suppliers, partners, beneficiaries) was developed based on the ToC, which specifies the following:</p> <ul style="list-style-type: none"> - indicator of interest for the stakeholder - existing touchpoints between IE and the stakeholder - data collection opportunity 	2.4.1 (bonus box – introduction to lean data)	2 weeks
2.2	<i>Data Collection Plan</i>	<p>A data collection plan for each indicator of interest for the stakeholder (taking into account data collection opportunity identified in the customer touchpoint journey) was co-developed together with IE. The plan captures the following elements:</p> <ul style="list-style-type: none"> - what information to collect - why this information - how will this information be collected - when and how frequently will this information be collected - who is responsible for collecting the information - is data collection plan feasible 	2.6	2 weeks



2.3	<i>Data Collection Method</i>	If data collection via survey method is used: a set of survey questions have been designed and developed	2.4.1	1 week
2.4	<i>Data Collection Resources</i>	Human and financial resources have been assigned and allocated for data collection activities	2.6	1 week
2.5	<i>Data Collection Implementation Plan</i>	A data collection implementation plan, detailing the task activities, timeline, and due dates	2.6	1 week
3. Analysing Data				
3.1	Data Analysis System	A system that collects and stores impact data for analysis established	3.2.1 3.2.2	1 week
3.2	Impact Data Analysis and Calculation	A guide developed to help entrepreneurs to analyse impact performance (performance indicators) and business performance (process indicators) using qualitative and quantitative impact data collected	3.2 (additional resource) 3.2.1 3.2.2	2 weeks
		A document capturing clearly the calculation of impact data. For estimates, assumptions are clearly specified and taken into account in the calculations	3.2.1 3.2.2	2 weeks
		A report describing insights from impact data analysis	3.3 3.4	2 weeks
4. Reviewing and Revising Work				
4.1	TOC Review System	A TOC review system that guides business in using impact data information for management and decision-making processes (how often, by when, what areas, what decisions) established	4.1 4.2 3.2 (additional resource)	1 week
4.2	Change in Circumstances Trigger Points	A document capturing the various anticipated change in circumstances that can trigger the assessment on the relevance of ToC in these five areas: assumptions, stakeholders, problem, solution, attribution	4.1.1 4.1.2 4.1.3 4.1.4 4.1.5	1 week
4.3	Decision-Making and Actions	A recommendation report on decision-making / actions to be taken based on the impact analysis to improve operational efficiency and impact performance of IE for the next 6 months	4.1 4.2 3.2 (additional resource)	2 weeks
4.4	ToC Revision	An updated or revised ToC developed based on impact data analysis and operational improvements	4.1 4.2 3.2 (additional resource)	2 weeks
5: Reporting Impact				
5.1	Impact Report Scope	An impact report developed: Impact report shall cover the topics listed in template provided by ROI	5.2	4 - 18 months



5.2	Impact Report Tools	Impact report has leveraged on various visualisation tools, storytelling strategies, reporting mediums / formats for effective impact communication	5.3 5.4	4 - 18 months
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