

Service Menu

Impact Measurement & Management (IMM) Voucher Scheme Programme

Below is a list of IMM deliverables that are offered as services to be delivered by certified service providers to impact enterprises.

Standard Component		IMM Deliverable Descriptions	Timeline
1	Enterprise Business: Problem, Solutions, Revenue	A summary document that describes the enterprises' business: (i) the problems (societal or environmental) it aimed to address at the local / community / regional / market level, (ii) the solutions (in the form of products / services) that it developed to address these issues, (iii) revenue generation model	1-2 week
2	Impact Model and Impact Statement	A concept document (based on <i>Impact Model framework</i>), capturing the three impact dimensions: <ul style="list-style-type: none"> - <i>Who experiences changes?</i> - <i>What changes do stakeholders experience?</i> - <i>How many changes do stakeholder experience?</i> This helps to produce a comprehensive Impact statement that will be used In the Customer promise sheet later.	1-2 week
3	Customer Promise Sheet	A concept document, derived from Impact statement, that helps to nail down the list of most essential indicators to be included in the Theory of Change later.	2-4 weeks
4	Theory of Change	A comprehensive Theory of Change illustrating how the business model is expected to lead to stated goals: <ul style="list-style-type: none"> - <i>impact indicators arranged in a logical order (i.e. inputs, activities, outputs, outcomes and impact levels)</i> - <i>critical external assumptions and risks that may affect the achievement of changes identified and are clearly documented</i> - <i>indicator statement is carefully worded based on SMART principles</i> - <i>A good balance between qualitative and quantitative, as well as process and performance indicator types</i> 	2-4 weeks
5	Customer Touchpoint Journey Mapping	A customer touchpoint journey is developed for every stakeholder group (e.g. clients, suppliers, partners, beneficiaries), which specifies the following: <ul style="list-style-type: none"> - <i>existing touchpoints between impact enterprise and its stakeholder</i> - <i>specific touchpoints that could be data collection opportunities</i> 	2-4 weeks



		Note: This will identify the existing data collection / interaction points that could be leveraged as data collection opportunities later, thus ensuring that data collection exercises are resource-efficient	
6	Data Collection Plan	A data collection plan is co-developed together with impact enterprises for every stakeholder group (e.g. clients, suppliers, partners, beneficiaries). The plan captures the following elements: <ul style="list-style-type: none"> - <i>what information to collect</i> - <i>why this information</i> - <i>how will this information be collected</i> - <i>how resource-efficient is data collection</i> - <i>when and how frequently will this information be collected</i> - <i>who is responsible for collecting the information</i> 	2-4 weeks
7	Data Management System	A system that: <ul style="list-style-type: none"> - <i>collects, stores and organises raw impact data</i> - <i>captures the relevant formula for calculating impact performance</i> - <i>captures target / trigger value</i> - <i>captures baseline data</i> - <i>captures indicator statuses</i> 	2-4 weeks
8	Decision-Making Report	A report describing indicators that are not on track (from Data Management System), the findings of follow-up actions or investigations that follow. A recommendation report on decision-making / actions taken to improve operational efficiency and impact performance of impact enterprises	1-2 weeks
9	Theory of Change Revision	An updated or revised Theory of Change, capturing clearly where revisions have been made based on approved actions towards business and impact performance improvement captured in the decision-making report	1-2 weeks

Bonus Component		IMM Deliverable Descriptions	Timeline
1	Basic Operationalisation of IMM system	Key deliverables: survey questionnaire development, data collection activities, survey responses and data organization, final Q&A and feedback session	Within 12 months from contract signing

