

Efficiency in Support to Operations

Project Summary

Problem

MSF's current operational model has led to some inefficiencies in support services in Operational Centers, in HQs, in decentralized offices and in the field/mission. MSF's 4-year resources sharing agreement defines MSF's ambition for Improving Operational Support Efficiency to increase the financial means available for medical-humanitarian programs.

Proposed Solution

Develop a fact-based assessment (data analysis, interviews, etc.) of the **opportunities for MSF to increase efficiency in Support to Operations** for presentation and decisioning at Full ExCom. The assessment will provide **clearly delineated initiatives with business cases for implementation** in a test/pilot for the project's Phase 2.



Potential Impact

- Improved **quality** of operations
- Proposes **new models** for Support to Operations for efficiency and value
- **Pooled resources & expertise** through intersectional centers of excellence
- **Reduced costs**, which in turn increases resources

Viability

- **Strong governance**
- **Agile**, nimble approach with specific deliverables
- Use of internal **partnerships**

Risk Mitigation

- **Low-cost** initiative with a tight scope
- **Change management** considered for adoption

Scalability

- Grounded in MSF's strategy and budget: **Improving Operational Support Efficiency**
- **Leverages ExCom** for decisioning on target areas
- Engages a broad group of stakeholders for input
- Builds a coalition of the willing for Phase 2

Area/Type: Efficiency Gains, Incubator

Sponsor/Support: MSF USA, MSF Mexico

Length/Project Status: 4 months (Phase 1); **ONGOING** Page 1