



### What our client wanted

DFID was interested in measuring the effectiveness of multilateral organisations as they form a large part of DFID's spending. They need good information on multilateral effectiveness to:

- hold the multilaterals to account for the money to ensure DFID is getting value for money
- improve decision making in terms of making choices between spending money on multilaterals and other spending choices and in making choices between spending on different multilaterals

DFID needed to find a way to present clear, coherent information on the effectiveness of multilateral organisations and were looking at ways to improve the measurement of multilateral effectiveness

### What Frontline did

Frontline designed and delivered a workshop, using the Balanced Scorecard methodology, to key managers within DFID to develop the multilateral summaries and discuss developing a core set of indicators and developing a strategic map to show how these indicators are related.

The workshops were facilitated on an interactive and participative basis, and involved a brainstorming session to look at the performance measures that the organisation currently reported, challenging their assumptions around the best measures to use to reflect their strategy and operational strands.

### What difference we made

The workshop was well received and agreement reached around the level of measures needed to build the Balanced Scorecard. There was agreement of a planned way forward and the delivery date for a Balanced Scorecard for measuring effectiveness of the multilaterals.