

Classification: **Success**

1. *Relevant HTM Processes / Activities:* Asset Management - Performance Monitoring
2. *Location (of experience):* Selected Health Districts in Cameroon
3. *Role-players (people involved):* Technicians, CMOs, Physical Assets Management Unit (MoH), NGO (Funding Agency)
4. *Background context / problem / challenge ?* The need to encourage resident technicians to check performance of essential equipment and installations in the District Hospital on a daily basis, to document this process, to initiate remedial action and to keep the CMO and PAM/MoH informed of equipment & service availability.
5. *What happened (details of experience):* A form was developed with the responsible technician listing the essential equipment. For every day of the month a column is reserved, where the technician marks a 1, 0 or X depending on the observed state of each individual equipment (1 = functioning, 0 = out of service, X = currently not in use). The technician undertakes to initiate remedial action for every new 0 on a separate job card, to explain continued lack of service, and to present the form at the end of the month to the CMO for signature. A copy is then sent to PAM/MoH and to sponsoring NGO at central level for monitoring purposes.
6. *Lesson/s learnt from this experience?* This form proved to be a simple and cheap **quality management tool** as it documents in a graphic manner on one page per month the functionality of equipment and hence availability of services to all concerned. The technician can calculate equipment availability on a simple calculator or mobile phone. Consequently:
 - § the CMO has to take responsibility for service failures and as a result is more supportive to the maintenance efforts,
 - § the technician feels increasingly appreciated,
 - § the Ministry has the means to monitor the periphery, and
 - § the project sponsor supporting the Ministry has a regular performance indicator.

In short: simple and cheap is beautiful; feedback enhances responsibility
7. *What could be done to replicate this strategy in other contexts ?* The important issues to succeed with this approach are:
 - § the exercise can be performed as part of a NORMAL routine (here the daily check-round);
 - § the person who ultimately takes responsibility for the service (here the CMO) is given feedback;
 - § involving the hierarchy (MoH, provincial level) puts pressure on that person (here the CMO) to support corrective action.

