



Service Quality Check for Supporting Female and Male Operated Small Enterprises (FAMOS) Check

I. WHAT IS FAMOS CHECK?

The FAMOS Check is an organizational development tool. It enables organizations that provide services to small enterprises to carry out a gender self-check to identify improvements in their operations, in particular in respect to the needs of women entrepreneurs.

II. OBJECTIVE

The FAMOS Check aims at improving services that business support organizations provide to both women and men entrepreneurs. The best way to improve an organization is most easily found within the organization itself. The FAMOS Check brings employees and managers together to discuss ideas for improvement in service delivery.

III. TARGET GROUP

The FAMOS Check is ideal for organizations that work for Female and Male Operated Small enterprises. This includes:

- BDS Providers
- Government SME support and export promotion agencies
- Employers' and Workers' Organisations
- Other member-based business associations, trade and industry associations, and chambers of commerce
- Productivity and technology development centres
- Donor agencies, SME programmes and projects
- Disabled persons' organizations

IV. FAMOS COMPONENTS

The FAMOS Check has been developed as a guide for facilitators. It looks at:

1. Clientele: Do you actually have female and male clients/beneficiaries?
2. Activities and Services: Are they equally suitable for both women and men?

3. Approach and Outreach: Does your approach really target businesses run by women and men?
4. Organization's Procedures: Are your organizational structure and procedures suitable for serving both women and men?
5. Resources: Do you allocate sufficient resources to work with women and men?
6. Strategies: Do your strategies, plans and objectives make specific mention of your work with women and men?

The guide describes the objectives and instructions for each of the methods, and offers helpful tips for the facilitator in workshop methods, document analysis, and interview methods. It also outlines how the organization can build upon the results.

V. DELIVERY

As the FAMOS Check is a tool for doing a self-check of one's own organization, an internal team to the organization carries it out, with support from external facilitators. The actual FAMOS Check – not including pre-activities or the post-FAMOS Check follow-up – generally lasts between five and seven days.

VII. CONTACT PERSONS

ILO Geneva	Joni Simpson	simpson@ilo.org
African Continent	Aminata Maiga	maiga@ilo.org
Western Africa	Lactitia Kayisire	kayisire@ilo.org
Eastern Africa	Sara Kitakule	kitakule@ilo.org
Southern Africa	Grania Mackie	mackie@ilo.org
South East Asia	Anne Marie Reerink	reerink@ilo.org
Arab States	Simel Esim	esim@ilo.org
Russia and Central Asia	Irina Melekh	melekh@ilo.org