



## MICROINSURANCE PERFORMANCE INDICATORS INITIATIVE

The Performance Indicators Working Group from the Microinsurance Network works to develop standard key performance indicators for microinsurance, improving comparability of schemes for enhanced performance and greater transparency.

Together with ADA, BRS and GTZ who are members of the Performance Indicators Working Group, and in collaboration with the Capacity Building Working Group, an initiative was launched in 2006.

The main objectives of this initiative are to:

- Strengthen awareness towards performance analysis and monitoring;
- Share information and knowledge necessary to monitor performance and to increase transparency; and
- Develop tools that help microinsurance providers to aim for viability.

The initiative is developed on two levels: Four different training modules and a toolkit. The toolkit includes Microinsurance Factsheet and the "Performance Indicators in Microinsurance - A Handbook for Microinsurance Practitioners" (2008).

ADA, an NGO based in Luxembourg, and BRS, a foundation based in Belgium, were organising training courses together for performance in microfinance together since 2005 and have since created [www.microfact.org](http://www.microfact.org), an online platform for capacity development. The concept of the microinsurance workshop is based on this experience. In 2008, they were joined by the German Development Agency, GTZ, bringing in their experience on Training of Trainers (ToT). John Wipf and Denis Garand, two independent consultants brought in their actuarial and training expertise.

### TRAINING MODULES

Four different training modules were developed to suit the needs of the participants:

#### **INTRODUCTION:**

Performance Indicators in Microinsurance for support organisations. This course focuses on the interpretation of the ten key indicators and the importance of the nine key principles (1 day).

#### **BEGINNERS:**

Performance Indicators in Microinsurance for practitioners not yet experienced in microinsurance. The focus here is on how to fill out a factsheet (3 days).

#### **ADVANCED:**

Performance Indicators in Microinsurance for practitioners experienced in microinsurance. This course focuses on analysing data from the factsheet (2.5 days)

#### **TRAINING OF TRAINERS:**

Training for local microinsurance networks and institutions to deliver training courses (4 days).

With regards to the ToT, the initiative is looking to set up local training centres to offer and adapt the modules as needed. Centro Afin, a training centre based in Bolivia, has started offering these training courses in 2009.

## THE TOOLKIT

The toolkit consists of a Microinsurance Factsheet and the “Performance Indicators in Microinsurance - A Handbook for Microinsurance Practitioners” (2008), which are designed to complement each other.

The main tools of this initiative are:

- The Microinsurance Factsheet is an easy to use Excel workbook that generates the ten key financial performance indicators and additional graphics.
- The handbook explains the key principles and financial performance indicators in more detail, and can be used to interpret the Factsheet results.

A second version of the handbook is planned to be published in 2010. An updated two-page “Performance Indicators for Microinsurance Practitioners – Summary Note” has been produced in 2009.

## INITIAL RESULTS

Feedback from the workshop participants of the last year’s trainings was requested and a survey was undertaken by an independent consultant. The initial results are very significant and represent a real step forward in not only making microinsurance more transparent, but also helping the providers to become more efficient.

- 93% of participants stated that they started to separate their data, which is one of the key performance principles.
- Participants were able to reduce the period for paying claims significantly from 1-3 months to 10 days-1 month.

The survey results will be published in 2010.

The training courses and the toolkit are available in English, French and Spanish, and all relevant documents and information regarding the initiative can be found at:  
[www.microfact.org](http://www.microfact.org) & [www.microinsurancenet.org](http://www.microinsurancenet.org)

For more information, please visit our website or contact the Microinsurance Network secretariat.