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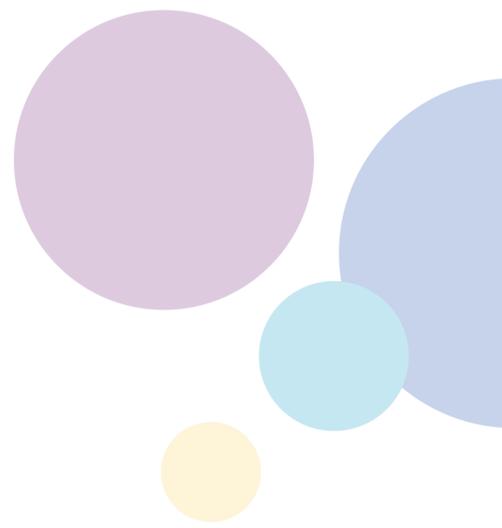
Improving Support is an initiative led by Capacitybuilders that brings together practical resources and learning to strengthen support services for third sector organisations.

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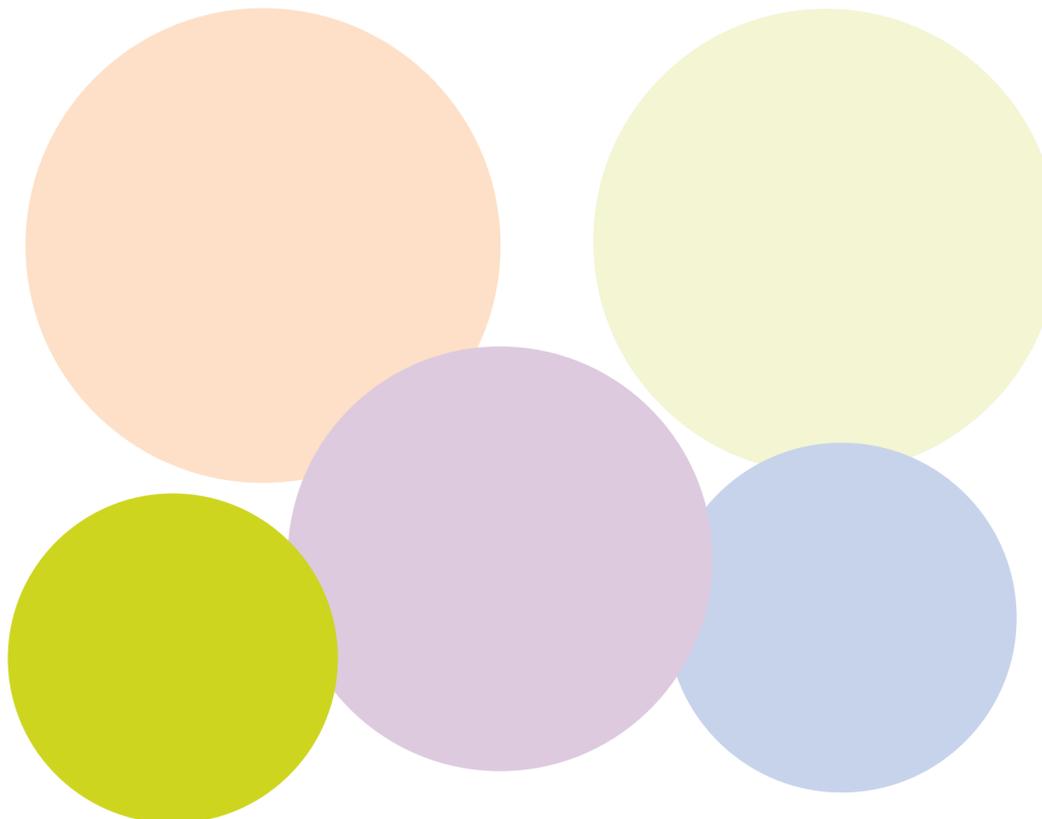
tool decider: choosing the right tool for your organisation



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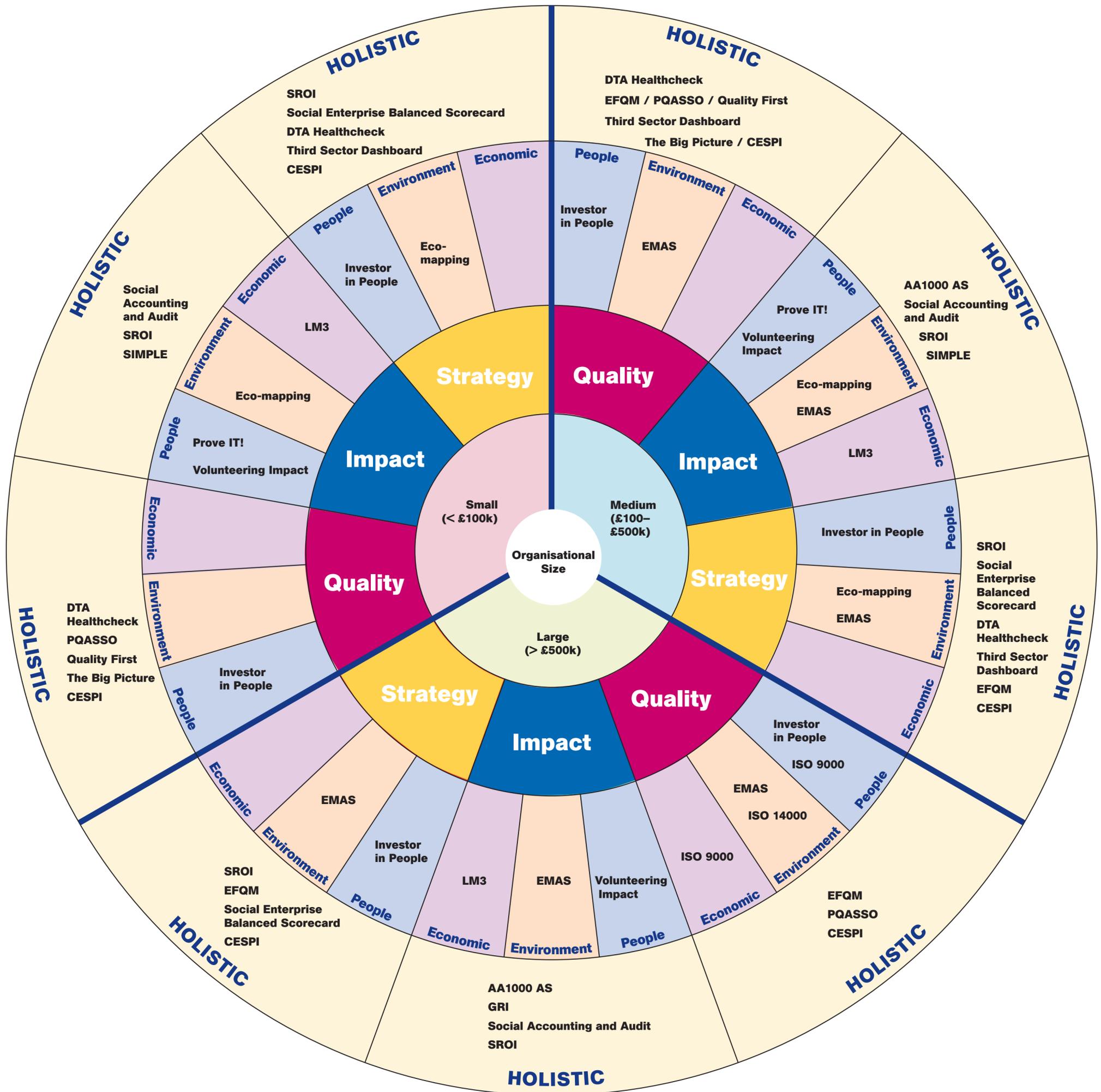
The **tool decider** is designed to help you to identify the tool best suited to your organisation and to your performance management needs. Start at the centre of the chart with organisational size and work your way outwards to a shortlist of tools about which you can find out more on the **comparing proving & improving** chart and in the **tools** booklet.

Be aware that although we've divided the tools into categories, such as 'quality' and 'impact', there is

actually considerable overlap between these. You will find that tools that help you to assess and improve the quality of your organisation's processes will most likely also affect your organisation's impact. Likewise, any good quality-and-impact tool should also feed into your strategic planning and thinking.

You'll see that there are lots of tools in the 'holistic' segments. These tools are capable of capturing information across people and communities, the

environment and the economy. It does not mean, however, that when using these tools you have to measure 'everything' irrespective of whether a given outcome is relevant to your organisation. Most are adaptable; you can choose what is important to measure from across these domains. That said, be careful that you don't narrow your focus too much from the outset – your organisation might be having a wider impact than you think!



Key to acronyms

CESPIs – Co-operativesUK Co-operative Environmental and Social Performance Indicators

EFQM – European Foundation for Quality Management Excellence Model

EMAS – Eco-Management and Audit Scheme

GRI – Global Reporting Initiative Guidelines

LM3 – Local Multiplier 3

PQASSO – Practical Quality Assurance System for Small Organisations

SIMPLE – Social Impact Measurement for Local Economies

SROI – Social Return on Investment