**Capacity Categories** (vertical axis, top to bottom):
- Organisational Performance monitoring (M&E)
- Human resource development and training
- Access to suitable technical/ professional staff
- Staff Performance and feedback
- Responsiveness to changes in the operating environment
- Policy and Legal framework
- Physical infrastructure
- Access to suitable Administrative/ Office support staff
- Staff retention
- Managing workplace and out–of–work responsibilities
- Individual job design
- Budget and financial management
- Strategic planning process
- Operational procedures (e.g. staff manual/ workplace procedures)
- Program and service relevance and integration
- Technological infrastructure
- Strategic plan (Corporate or business plan)
- Staff engagement and communication
- Service delivery standards
- Service as a shared value
- Plan review processes
- Decision making
- Change management and project implementation
- Workplace meetings (e.g. management, staff, team)
- Workplace learning
- Teamwork and the interpersonal environment
- Internal coordination
- Structure and function
- Stakeholder partnerships (e.g. NGO, CSOs, FBOs)
- Clarity of Vision
- Mission and Purpose

**Level of Capacity (1 = Clear Need, 4 = High)** (horizontal axis: 0, 1, 2, 3)