



Beneficiaries are asked to rate the services provided by project/ program. The ratings are scored as:

1 = Poor

2 =Not so good

3= Average

3 = Good

4 = Excellent

Beneficiaries provide reasons why they provided a particular rating to the services provided by the project/ program

Sample Template

Beneficiary/community Score Card

Beneficiary / Community Scorecard - Smallholder Dairy Farmers		
Indicator	Rating Scale 1-5	
	Score 1-5	Reasons
Accessibility to input supplies		
Access to Market: Distance to milk to milk collection center (MCC)		
Effectiveness of trainings provided by staff		
Efficiency: The process of awarding grants		
Effectiveness of grants awarded		
Responsiveness of staff to the needs of the stakeholders		
Appropriateness of program intervention vis-à-vis the needs of the stakeholders		
Relations between staff and stakeholders		

Action Planning Matrix

To be completed by project team

What can we do to make things better?	Who will do this?	By when?	Action Proposed	After Action Review Takeaways