

Publications

TRANSFORMING MICROFINANCE INSTITUTIONS: PROVIDING FULL FINANCIAL SERVICES TO THE POOR

By Joanna Ledgerwood and Victoria White

This publication presents a practical "how-to" manual for MFIs to develop the capacity to become licensed and regulated to mobilize deposits from the public.

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A Risk Management Framework for Microfinance Institutions

by MicroFinance Network, 2000

The paper provides an overview of comprehensive risk management as an approach and its key elements; a discussion of the significant risks and challenges facing MFIs today; and highlights the key principles of effective risk management and describes the risk management feedback loop.

Technical Guides

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Building Customer Loyalty, MFN Technical Guide No.2

by Craig F. Churchill and Sahra Halpern, 2001 English / Spanish

This technical guide shows the positive economic impact of customer loyalty on both the customer and the institution, and gives MFIs step-by-step guidelines for increasing customer loyalty.

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Improving Internal Control, MFN Technical Guide No.1

by Anita Champion, 2000 English / Spanish / French

How can microfinance institutions integrate internal control and risk management into their savings and loans systems? This guide advocates a new approach to internal control that integrates control mechanisms into a larger risk management framework.

Occasional Papers

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Automating Microfinance: Experience in Latin America, Asia, and Africa, MFN Occasional Paper No.5

by Anita Campion and Sahra S. Halpern, 2001 English / Spanish

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Institutional Metamorphosis: Transformation of Microfinance NGOs into Regulated Financial Institutions, MFN Occasional Paper No.4

by Anita Campion and Victoria White, 1999 English / Spanish

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Guidelines for the Effective Governance of Microfinance Institutions, MFN Occasional Paper No.3

by Anita Campion and Cheryl Frankiewicz, 1999 English / Spanish / French

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Regulation and Supervision of Microfinance Institutions: Experience from Latin America, Asia, and Africa, MFN Occasional Paper No.2

by Shari Berenbach and Craig Churchill, 1997 English / Spanish / French

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Regulation and Supervision of Microfinance Institutions: Case Studies, MFN Occasional Paper No.1

edited by Craig Churchill, 1997 English / Spanish

Conference Reports

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Microfinance Risk Management: Reducing Risks for MFIs and Clients, 2005

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Microfinance on the Cutting Edge, 2004

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Microfinance Clients, Products, Services and Market Niches, 2003

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Facilitating Growth of MFIs in Competitive Markets: Strategic Partnerships and Alliances; Customer Orientation; Regulation and Supervision; Transparency and Standardization, 2002

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Challenges to Microfinance Commercialization, 2001

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Microfinance in the New Millennium: Efficiency, Customer Satisfaction and Commercialization, 1999

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Effective Governance of Microfinance Institutions, 1998

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Moving Microfinance Forward: Ownership, Competition and Control, 1997

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Establishing a Microfinance Industry: Governance, Best Practices, Access to Capital Markets, 1996

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Key Issues in Microfinance: Supervision and Regulation, Financing Sources, Expansion of Microfinance Institutions, 1995