












### 2016 Progress Review of Strategic Framework IRRM indicators milestone targets











#### Outcome 1: UN entities are more effective in delivering their results by integrating high quality and well-supported UN Volunteers and volunteerism in their programmes

<b>Outcome Indicator:</b> <i>(assess progress against specified outcomes; they help verify that the intended positive change in the development situation has actually taken place)</i>		<b>Baselines (2013, unless noted)</b>	<b>2016 Milestone Targets</b>	<b>End-Year Results 31/12/2016</b>	<b>Achievement</b>	<b>Performance</b>	
1. Percentage of partner UN entities reporting an effective contribution to their programme delivery by UN Volunteers and volunteerism		69%	90%	92%	102%		
2. Number of beneficiaries positively impacted by UNV, in terms of the work of UN Volunteers, all UNV projects and UNV-supported work		6,979,183 <i>(2014 data)</i>	7,500,000 (-)	4,155,547	55%		
<b>Outputs (UNV provides specific support for the following results)</b>	<b>Output Indicators (output indicators measure only those results from schemes, services, plans, actions, etc., which are specifically supported by UNV)</b>	<b>Baselines (2013, unless noted)</b>	<b>2016 Milestone Targets</b>	<b>End-Year Results 31/12/2016</b>	<b>Achievement</b>	<b>Performance</b>	
<b>Output 1.1</b> Improved UN Volunteer mobilization by better forecasting of partner UN entity needs, and better delivery through responsive and innovative UN Volunteer solutions	1.1.1	Number of UN Volunteers mobilized per annum; disaggregated by:	6,807 UN Volunteers	9,000	6,590	73%	
		a. Female UN Volunteers in non-family duty stations	a. 30%	a. 34%	a. 36%		
		b. UN Volunteers from the South	b. 81%	b. 81%	b. 83%		
		c. UN Youth Volunteers	c. 14%	c. 27%	c. 29% ( 6% Youth modality)		
	1.1.2	Number of UN Online Volunteers mobilized per annum; disaggregated by:	11,037 UN Online Volunteers	19,150	12,592	66%	
		a. Female UN Online Volunteers	a. 59%	a. 59%	a. 58%		
		b. UN Online Volunteers from the South	b. 62%	b. 62%	b. 62%		
		c. UN Online Volunteers who are youth	c. 62%	c. 62%	c. 62%		
	1.1.3	Number of UN entities with innovative, needs-driven programmatic agreements for the mobilization of UN Volunteers (formalized and agreed between the partner UN entity and UNV)	4 UN entities	7	6	86%	
	1.1.4	Number of UN Volunteer modalities and initiatives being utilized by partner UN entities	7 modalities and initiatives	9	9	100%	

<b>Output 1.2</b> Volunteerism is integrated within UN entities' programming through the implementation of UNV-UN partner joint programmes/projects in four priority areas: (a) youth; (b) peace building; (c) basic social services; (d) community resilience for environment and disaster risk reduction	1.2.1	Total financial delivery of the annual UNV resources in UNV-UN partner joint programmes/projects in (a) youth; (b) peace building; (c) basic social services; (d) community resilience for environment and disaster risk reduction	US \$5,298,000	7,177,952	7,683,161	107%	
			a. US \$3,439,000	\$2,626,079	a. US 2,392,577		
			b. US \$794,000	\$2,217,027	b. US \$1,743,530		
			c. US \$665,000	\$1,004,737	c. US \$1,448,763		
			d. US \$400,000	\$1,330,109	d. US \$1,042,310		
	1.2.2	Number of other* volunteers, mobilized UNV-UN partner joint programmes/projects in:	57,372	104,343	36,175	35%	
			a. Youth	a. 34,964 volunteers	a. 53,741	a. 15,111	
			b. Peace building	b. 0 volunteers	b. 7,500	b. 5,264	
			c. Basic social services	c. 9,304 volunteers	c. 21,076	c. 3,658	
			d. Community resilience for environment and disaster risk reduction	d. 13,104 volunteers	d. 22,026	d. 2,142	
1.2.3	Percentage of all UNV-UN partner joint programmes/projects that specifically integrate gender equality and empowerment of women	44%	90%	94%	104%		
<b>Output 1.3</b> The UN Volunteer assignment/experience is improved through effective support, including training and learning	1.3.1	Percentage of all UN Volunteers annually reporting a positive volunteer experience, disaggregated by gender	92%*	95%	91.40%	96%	
			94% male	95% male	93.5% male		
			89% female				
			(*based on 2014 baseline survey)	95% female	88.6% female		
			95%*	95%	94.50%	99%	
	Percentage of departing UN Volunteers, at end of assignment, whose						

	1.3.2	Percentage of departing UN Volunteers, at end of assignments, whose volunteer assignment and learning opportunities provided are reported to be valuable for personal and professional development, disaggregated by gender	95% male 94% female (*based on 2014 baseline survey)	95% male 95% female	97.8% male 88.9% female		
<b>Outcome 2: Countries more effectively integrate volunteerism within national frameworks enabling better engagement of people in development processes</b>							
<b>Outcome Indicators</b>			<b>Baselines (2013, unless noted)</b>	<b>2016 Milestone Targets</b>	<b>End-Year Results 31/12/2016</b>	<b>Achievement</b>	<b>Performance</b>
2. Number of countries reporting progress in implementing national volunteerism frameworks (i.e. national development plans, policies, legislations)			52 countries (2012)	70	44	63%	●
<b>Outputs</b> (UNV provides specific support for the following results)		<b>Output Indicators</b> (output indicators measure only those results from schemes, services, plans, actions etc. which are specifically supported by UNV)	<b>Baselines (2013, unless noted)</b>	<b>2016 Milestone Targets</b>	<b>End-Year Results 31/12/2016</b>	<b>Achievement</b>	<b>Performance</b>
<b>Output 2.1</b> Knowledge based on the value/contribution of volunteerism to peace and development results is expanded	2.1.1	Number of State of the World's Volunteerism Reports published	1 report	2	2	100%	●
	2.1.2	Number of UNV-supported studies on volunteerism in peace and development published annually	10 studies	14	14	100%	●
<b>Output 2.2</b> Increased capacities of countries (governments, civil society and volunteer involving organizations) to foster volunteer engagement at the national and global levels	2.2.1	Number of UN General Assembly resolutions that reference the value/contribution of volunteerism	4 resolutions	7	5	71%	●
	2.2.2	Number of Volunteer Involving Organizations (VIOs) partnering with UNV, disaggregated by:	544 orgs.	610	N/A - data to be collected in 2017		
		a. International VIOs	a. 28 orgs.	a. 36 orgs.			
		b. National VIOs	b. 516 orgs.	b. 574 orgs.			
		(*based on 2014 baseline survey)					
<b>Output 2.3</b> Volunteering schemes established or strengthened at the national and regional level	2.3.1	Number of operational national and regional volunteering schemes supported by UNV	9 schemes	24	12	50%	●
	2.3.2	Number of other volunteers, mobilized through UNV-UN partner joint programmes / projects in national/regional volunteering schemes.	22,500 volunteers	60,000	113,336	189%	●

UNV is a more effective and efficient organization, with improved systems and business practices and processes, well-managed resources and engaged personnel

Result Statements	Indicators	Baselines (2013, unless noted)	2016 Milestone Targets	End-Year Results 31/12/2016	Achievement	Performance	
<b>Result Statement 1:</b> UNV's leadership fosters a working environment in which personnel are better engaged and empowered	1.1	Percentage of personnel surveyed who expressed confidence in leadership and direction (per the results of the Global Staff Survey)	71%	74%	71%	96%	
	1.2	Percentage of personnel surveyed who rate UNV favorably on (per the results of the Global Staff Survey):	a. 48%	51%	65%	127%	
		a. Empowerment					
b. Engagement	b. 71%	75%	79%	105%			
<b>Result Statement 2:</b> Human resource management is strengthened to ensure the attraction, development, deployment and retention of a talented, diversified and productive workforce	2.1	Percentage of personnel who are female:	a. 59%	50%	59%	85%	
		a. At all levels					
	b. At P5 and above	b. 38%	48%	57%	84%		
	2.2	Percentage of annual performance management and development processes completed (i.e., results planning and reporting, professional development and learning, and career development).	94% (2012 data)	100%	88%	88%	
2.3	Percentage of total UNV personnel stationed at field level (i.e., regional and country levels)	47%	60%	N/A			
<b>Results Statement 3:</b> UN Volunteer management processes, policies and systems are enhanced	3.1	Average time taken for UNV to:	a. 18 days	a. 15 days	N/A		
		a. Submit potential volunteer candidates to partner UN entities (upon approval of a volunteer description of assignment)					
	b. Deploy a UN Volunteer (upon confirmation of selected candidate from the partner UN entity)	b. 50 days	45	65	69%		
	3.2	Percentage of female UN Volunteer candidates proposed to UN entities	30%	45%	44.5%	99%	
3.3	Percentage of UN Volunteer candidate selections (excluding Fully Funded UN Volunteers) accepted by partner UN entities at first submission	65%	73%	71.7%	98%		
<b>Results Statement 4:</b> Results based	4.1	Percentage of UN Volunteers providing an results-based focused annual report on their individual contributions to partner UN entities results (i.e. through the Volunteer Reporting System)	56% (* coverage of 2014 UN volunteer survey)	78%	39%	50.0%	

management at all levels of UNV is improved (including programme effectiveness, planning, reporting, monitoring and evaluation)	4.2	Percentage of UNV project and programmes fully complying with standard UNDP monitoring procedures	21%	100%	N/A		
	4.3	Implementation rate of UNV evaluation management responses	38%	90%	71%	79%	●
<b>Results Statement 5:</b> Resource mobilization partnership base diversified and expanded	5.1	Amount of UNV programme finance resources mobilized, including: (a) the Special Voluntary Fund, (b) cost sharing, (c) Trust Funds and (d) fully funded UN Volunteers	\$17.6 million	33.8	14.8	44%	●
			a. \$4.4 mln	8.6	3.9	45%	
			b. \$2.3 mln	3.8	4.09	108%	
			c. \$1.0 mln	1.9	0	0%	
			d. \$9.9 million	19.5	6.78	35%	
	5.2	Number of countries/non-UN entities financially partnering directly to UNV, disaggregated by:	33 partners	57	31	54%	●
			a. UN Member States	a. 26	45	21	47%
b. Other non-UN entity partners (Foundations, private sector corporations, etc...)			b. 7	12	10	83%	
<b>Result Statement 6:</b> Strategic communications lead to improved awareness of the value of UNV and volunteerism among targeted partners and stakeholders	6.1	Reach by UNV to its targeted stakeholders through:	a. 2,258,864 visits	a. 3,100,000 visits			
		a. UNV website					
		b. UNV social media channels	b. 248,056 followers	b. 305,000 followers	853,000 Facebook/ 51,400 twitter	280%	●
	c. Conventional media coverage (i.e. TV/print/web media articles)	c. 2 TV interviews per annum/ 5 print interviews per annum/60 web articles per annum	3 TV interviews per annum/ 7 print interviews per annum/12 international day features on web per annum/80 web articles	3 TV interviews/ 14 print interviews/ 12 international day features/			
6.2	Percentage of partners perceiving UNV as valuable to their organization	96%* partners	96%	89%	93%	●	

<b>Result Statement 7:</b> Operational support is more effective and efficient for (i) UNV programme delivery (through ICT, financial management and administrative services) and (ii) the UN system in Bonn	7.1	Percentage of total UNV expenditure related to management activities (Management Efficiency Ratio)	11%	9%	8%	113%	●
	7.2	ICT support service effectiveness, measured through the percentage of:	a. 85%	89%	92%	103%	●
		a. ICT helpdesk requests resolved within three working days					
		b. Time that all ICT core services are operational and fully functioning	b. 95%	96.50%	95%	98%	●
		c. Time that UNV volunteer management applications are operational and fully functioning (including the scheduled maintenance downtime)	c. 90%	94%	95%	101%	●
	7.3	Percentage of procurement cases completed according to the UNDP standards		85%	97%	114%	●
		a) Micropurchasing below USD 5,000 – 17 to 41 days	a. 70%				
		b) USD 5,000 to USD 99,999 - 27 to 105 days	b. 70%	80%	94%	118%	●
		c) USD 100,000 and above - 41 to 110 days	c. 70% (2014 data)	80%	100%	125%	●
	7.4	Percentage of UN entities in Bonn reporting satisfaction with common services	94% (2014 data)	95%	N/A		


<b>Annex 3</b>							
<b>2017 Progress Review of Strategic Framework IRRM indicators milestone targets</b>							
<b>Outcome 1: UN entities are more effective in delivering their results by integrating high quality and well-supported UN Volunteers and volunteerism in their programmes</b>							
<b>Outcome Indicator:</b> <i>(assess progress against specified outcomes; they help verify that the intended positive change in the development situation has actually taken place)</i>			<b>Baselines (2013, unless noted)</b>	<b>2017 Milestone Targets</b>	<b>YE Results 31/12/2017</b>	<b>% Achievements</b>	<b>Performance</b>
1. Percentage of partner UN entities reporting an effective contribution to their programme delivery by UN Volunteers and volunteerism			69%	100%	92%	92%	●
2. Number of beneficiaries positively impacted by UNV, in terms of the work of UN Volunteers, all UNV projects and UNV-supported work			6,979,183 (2014 data)	8,000,000	4,883,390	61%	●
<b>Outputs (UNV provides specific support for the following results)</b>	<b>Output Indicators (output indicators measure only those results from schemes, services, plans, actions, etc., which are specifically supported by UNV)</b>		<b>Baselines (2013, unless noted)</b>	<b>2017 Milestone Targets</b>	<b>EY Results 31/12/2017</b>	<b>% Achievements</b>	
<b>Output 1.1</b> Improved UN Volunteer mobilization by better forecasting of partner UN entity needs, and better delivery through responsive and innovative UN Volunteer solutions	1.1.1	Number of UN Volunteers mobilized per annum; disaggregated by:	6,351 UN Volunteers	10,000 (* 6,430 UN Volunteers CS recommendation)	6,501	65%	●
		a. Female UN Volunteers in non-family duty stations	a. 32%	35%	35%		
		b. UN Volunteers from the South	b. 81%	81%	83%		
		c. UN Youth Volunteers	c. 18%	30%	28% (8% Youth Modality)		
	1.1.2	Number of UN Online Volunteers mobilized per annum; disaggregated by:	11,037 UN Online Volunteers	22,000	17,893	81%	●
		a. Female UN Online Volunteers	a. 59%	59%	60%		
		b. UN Online Volunteers from the South	b. 62%	62%	69%		
		c. UN Online Volunteers who are youth	c. 62%	62%	67%		
	1.1.3	Number of UN entities with innovative, needs-driven programmatic agreements for the mobilization of UN Volunteers (formalized and agreed between the partner UN entity and UNV)	4 UN entities	10	9	90%	●
	1.1.4	Number of UN Volunteer modalities and initiatives being utilized by partner UN entities	8 modalities and initiatives	10	11	110%	●
1.2.1	Total financial volume of the annual delivery of UNV resources in UNV-UN partner joint programmes/projects in (a) youth; (b) peace building; (c) basic social services; (d) community resilience for environment and disaster risk		<b>US \$5,298,000</b>	<b>\$ 7,177,952.00</b>	<b>\$ 8,395,568.00</b>	117%	●
		a. US \$3,439,000	\$ 2,626,079.00	\$ 2,880,622.00			
		b. US \$794,000	\$ 2,217,027.00	\$ 3,044,609.00			



<b>Output 1.2</b> Volunteerism is integrated within UN entities' programming through the implementation of UNV-UN partner joint programmes/projects in four priority areas: (a) youth; (b) peace building; (c) basic social services; (d) community resilience for environment and disaster risk reduction		reduction	c. US \$665,000	\$ 1,004,737.00	\$ 854,910.00			
			d. US \$400,000	\$ 1,330,109.00	\$ 1,615,427.00			
	1.2.2	Number of other* volunteers, mobilized UNV-UN partner joint programmes/projects in:	57,372	120,000	131,099	109%	●	
		a. Youth	a. 34,964 volunteers	60,000	63,780			
		b. Peace building	b. 0 volunteers	10,000	27,186			
		c. Basic social services	c. 9,304 volunteers	25,000	14,588			
	d. Community resilience for environment and disaster risk reduction	d. 13,104 volunteers	25,000	25,545				
1.2.3	Percentage of all UNV-UN partner joint programmes/projects that specifically integrate gender equality and empowerment of women	44%	100%	60%	60%	●		
<b>Output 1.3</b> The UN Volunteer assignment/experience is improved through effective support, including training and learning	1.3.1	Percentage of all UN Volunteers annually reporting a positive volunteer experience, disaggregated by gender	92%*	95%	91.40%	96%	●	
			94% male	95%	93.70%			
			89% female (*based on 2014 baseline survey)	95%	88.90%			
	1.3.2	Percentage of departing UN Volunteers, at end of assignment, whose volunteer assignment and learning opportunities provided are reported to be valuable for personal and professional development, disaggregated by gender	95%*	95%	93.20%	98%	●	
			95% male	95%	95.10%			
			94% female (*based on 2014 baseline survey)	95%	91.20%			
<b>Outcome 2: Countries more effectively integrate volunteerism within national frameworks enabling better engagement of people in development processes</b>								
<b>Outcome Indicators</b>			<b>Baselines (2013, unless noted)</b>	<b>2017 Milestone Targets</b>	<b>YE Results 31/12/2017</b>	<b>% Achievements</b>		
2. Number of countries reporting progress in implementing national volunteerism frameworks (i.e. national development plans, policies, legislations)			52 countries (2012)	70	N/A - data to be collected in June 2018			
<b>Outputs</b> (UNV provides specific support for the following results)		<b>Output Indicators</b> (output indicators measure only those results from schemes, services, plans, actions etc. which are specifically supported by	<b>Baselines (2013, unless noted)</b>	<b>2017 Milestone Targets</b>	<b>EY Results 31/12/2017</b>	<b>% Achievements</b>		
<b>Output 2.1</b> Knowledge based on the value/contribution of volunteerism to peace and development results is expanded	2.1.1	Number of State of the World's Volunteerism Reports published	1 report	3	2	67%	●	
	2.1.2	Number of UNV-supported studies on volunteerism in peace and development published annually	10 studies	15	10	67%	●	
<b>Output 2.2</b> Increased capacities of countries (governments, civil society and volunteer involving organizations) to foster volunteer engagement at the national and global levels	2.2.1	Number of UN General Assembly resolutions that reference the value/contribution of volunteerism	4 resolutions	8	4	50%	●	
	2.2.2	Number of Volunteer Involving Organizations (VIOs) partnering with UNV, disaggregated by:	544	650	578	89%	●	
			a. International VIOs	a. 28 orgs.	40	91	228%	●
			b. National VIOs	b. 516 orgs. (*based on 2014 baseline survey)	610	487	80%	●
2.3.1	Number of operational national and regional volunteering schemes supported by UNV	9 schemes	29	12	41%	●		



<b>Output 2.3</b> Volunteering schemes established or strengthened at the national and regional level	2.3.2	Number of other volunteers, mobilized through UNV-UN partner joint programmes / projects in national/regional volunteering schemes.	22,500 volunteers	72,500	131,099	181%	
<b>UNV is a more effective and efficient organization, with improved systems and business practices and processes, well-managed resources and engaged personnel</b>							
<b>Result Statements</b>	<b>Indicators</b>		<b>Baselines (2013, unless noted)</b>	<b>2017 Milestone Targets</b>	<b>EY Results 31/12/2017</b>	<b>% Achievements</b>	
<b>Result Statement 1:</b> UNV's leadership fosters a working environment in which personnel are better engaged and empowered	1.1	Percentage of personnel surveyed who expressed confidence in leadership and direction (per the results of the Global Staff Survey)	71%	76%	60%	79%	
	1.2	Percentage of personnel surveyed who rate UNV favorably on (per the results of the Global Staff Survey):	a. 48%	53%	63% (2016 GSS survey data)	119%	
		a. Empowerment	b. 71%	76%	79% (2016 GSS survey data)	104%	
<b>Result Statement 2:</b> Human resource management is strengthened to ensure the attraction, development, deployment and retention of a talented, diversified and productive workforce	2.1	Percentage of personnel who are female:	a. 59%	50%	59%	85%	
		a. At all levels	b. 38%	50%	55%	91%	
	2.2	Percentage of annual performance management and development processes completed (i.e., results planning and reporting, professional development and learning, and career development).	94% (2012 data)	100%		N/A	
	2.3	Percentage of total UNV personnel stationed at field level (i.e., regional and country levels)	47%	65%	54%	83%	
<b>Results Statement 3:</b> UN Volunteer management processes, policies and systems are enhanced	3.1	Average time taken for UNV to:	a. 18 days	14	32	44%	
		a. Submit potential volunteer candidates to partner UN entities (upon approval of a volunteer description of assignment)	b. 50 days	42	40	105%	
	3.2	Percentage of female UN Volunteer candidates proposed to UN entities	30%	50%	48%	96%	
	3.3	Percentage of UN Volunteer candidate selections (excluding Fully Funded UN Volunteers) accepted by partner UN entities at first submission	65%	75%	75%	100%	
<b>Results Statement 4:</b> Results based management at all levels of UNV is improved (including programme effectiveness, planning, reporting, monitoring and evaluation)	4.1	Percentage of UN Volunteers providing an results-based focused annual report on their individual contributions to partner UN entities results (i.e. through the Volunteer Reporting System)	56%	80%	51%	64%	
	4.2	Percentage of UNV project and programmes fully complying with standard UNDP monitoring procedures	21%	100%		N/A	
	4.3	Implementation rate of UNV evaluation management responses	38%	100%	47%	47%	
5.1		Amount of UNV programme finance resources mobilized, including: (a) the Special Voluntary Fund, (b) cost sharing, (c) Trust Funds and (d) fully funded	\$17.6 million	50,000,000	20,674,852	41%	
			a. \$4.4 mln	12,500,000	3,735,619		
			b. \$2.3 mln	5,600,000	3,745,370		

<b>Results Statement 5:</b> Resource mobilization partnership base diversified and expanded		UN Volunteers	c. \$1.0 mln	2,700,000	-		
			d. \$9.9 mln	29,200,000	13,193,863		
	5.2	Number of countries/non-UN entities financially partnering directly to UNV, disaggregated by:	33 partners	66	33	50%	
		a. UN Member States	a. 26	52	26		
		b. Other non-UN entity partners (Foundations, private sector corporations, etc...)	b. 7	14	7		

	Reach by UNV to its targeted stakeholders through:					
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<b>Result Statement 6:</b> Strategic communications lead to improved awareness of the value of UNV and volunteerism among targeted partners and stakeholders	6.1	a. UNV website	a. 2,258,864 visits	3,500,000	3,120,000	89%	
		b. UNV social media channels	b. 248,056 followers	319,825	1,066,243	333%	
		c. Conventional media coverage (i.e. TV/print/web media articles)	c. 2 TV interviews per annum/ 5 print interviews per annum/60 web articles per annum	3 TV interviews per annum/ 7 print interviews per annum/12 international day features on web per annum/80 web articles	4 TV interviews EC/DEC 2017/ 8 print interviews Management 2017/ 12 Int Day features in web and social media / 210 web articles	170%	
	6.2	Percentage of partners perceiving UNV as valuable to their organization	96%* partners	96%	91%	95%	
<b>Result Statement 7:</b> Operational support is more effective and efficient for (i) UNV programme delivery (through ICT, financial management and administrative services) and (ii) the UN system in Bonn	7.1	Percentage of total UNV expenditure related to management activities (Management Efficiency Ratio)	11%	8%	8%	100%	
	7.2	ICT support service effectiveness, measured through the percentage of:					
		a. ICT helpdesk requests resolved within three working days	a. 85%	90%	92%	102%	
		b. Time that all ICT core services are operational and fully functioning	b. 95%	97%	99%	102%	
	c. Time that UNV volunteer management applications are operational and fully functioning (including the scheduled maintenance downtime)	c. 90%	95%	99%	104%		
	7.3	Percentage of procurement cases completed according to the UNDP standards					
		a) Micropurchasing below USD 5,000 – 17 to 41 days	a. 70%	90%	94%	104%	
		b) USD 5,000 to USD 99,999 - 27 to 105 days	b. 70%	85%	81%	95%	
c) USD 100,000 and above - 41 to 110 days	c. 70% (2014 data)	85%	100%	118%			
7.4	Percentage of UN entities in Bonn reporting satisfaction with common services	94% (2014 data)	96%	95%	99%		