**Annex 5: Key Performance Indicators**

**Key Performance Indicators - Audit**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Key Performance indicators** | **Target 2022** | **Achieved 2022** |
| 1 | Percent of audit plan completed (HQ/CO/GF audits and advisory services)  | 100% | 100%[[1]](#footnote-1) |
| 2 | Percent of audit plan completed (DIM project audits fieldwork) | 100% | 100% |
| 3 | Average number of days to issue reports | 90 days | 59 days |
| 4 | Post audit client survey average overall rating (1 =Poor, 2=Fair, 3=Satisfactory, 4=Good, 5=Excellent) | 4.00 | 4.03 |
| 5 | Post audit client survey response rate  | 75% | 91% |
| 6 | Average number of days to assess implementation of audit recommendations | 20 days | 16 days |

**Key Performance Indicators - Investigations**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Key Performance indicators** | **Target 2022** | **Achieved 2022** |
| 1 | Number of Assessments completed | N/A | 353 |
| 2 | Percentage of Assessments completed in under 3 Months | 50% | 91.96% |
| 3 | Number of Cases Closed After Investigation | N/A | 176 |
| 4 | Percentage of cases closed after investigation within 270 working days (case opening to closure)[[2]](#footnote-2) | 50% | 41.48%[[3]](#footnote-3) |

1. The achieved performance indicator is calculated based on the total assignments with fieldwork completed against the planned engagements. As of 31 December 2022, all the planned activities had fieldwork completed. There were 19 reports in progress and pending issuance as of 31 December 2022. As of the date of this report, 16 out of the 19 reports were issued. [↑](#footnote-ref-1)
2. The current method of calculating the KPI for investigations has been adjusted in line with the UNDP Legal Framework, para. 85 which stipulates that the completion of investigation should not normally exceed 270 working days which translates to 393 calendar days. The 393 days includes the period of time for which that case was under assessment. [↑](#footnote-ref-2)
3. The office put emphasis in closing old low-priority cases that took longer to conclude. [↑](#footnote-ref-3)