**Annex 5: Key Performance Indicators**

**Key Performance Indicators - Audit**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Key Performance indicators** | **Target  2021** | **Achieved  2021** |
| 1 | Percent of audit plan completed (HQ/CO/GF audits) | 100% | 95%[[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 | 58 days |
| 4 | Post audit client survey average overall rating (1 =Poor, 2=Fair, 3=Satisfactory, 4=Good, 5=Excellent) | 4.00 | 4.17 |
| 5 | Post audit client survey response rate | 75% | 82% |
| 6 | Average number of days to assess implementation of audit recommendations | 20 days | 12 days |

**Key Performance Indicators - Investigations**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Key Performance indicators** | **Target  2021** | **Achieved  2021** |
| 1 | Number of Assessments completed | N/A | 257 |
| 2 | Percentage of Assessments completed in under 3 Months | 50% | 78.60% |
| 3 | Number of Cases Closed After Investigation | N/A | 148 |
| 4 | Percentage of cases closed after investigation within 270 working days (case opening to closure)[[2]](#footnote-2) | 50% | 48.60% |

1. Although the office completed fieldwork of all its planned assignments, four reports (two country office audit reports and two advisory notes) were in progress and pending issuance as of 31 December 2021. As of the date of this report, only one advisory service was pending issuance. [↑](#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)