

PERFORMANCE INDICATORS

	<u>Definition</u>	<u>Calculation</u>	<u>Target</u>
KPI 01	Total number of actual chargeable days to date as a percentage of total planned annual chargeable days	Actual chargeable days to date / Annual planned chargeable days	90% cumulative
KPI 02	The number of audit projects completed/ partially completed to date as a percentage of the total annual number of planned projects	Completed and partially completed projects / Annual planned projects	90% cumulative
KPI 03	Actual chargeable days to date as a percentage of planned available days to date	Chargeable days to date / Planned available days to date	80% cumulative
KPI 04	Percentage of audits completed within the allocated time	Number of audits completed within time budget / total number of completed audits	80%
KPI 05	Percentage of auditee surveys that express satisfaction	Number of satisfactions surveys received that express satisfaction / total number of satisfaction surveys received	90%
KPI 06	External audit opinion	Not applicable	Satisfactory