**KEY PERFORMANCE INDICATORS**

**FOR THE 4th FOCUS GROUP STANDARD OPERATING PROCEDURES WORKSHOP**

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| Risk Management | * Station or Local Risk Register level * The number of national risk profiles developed * The number of national risk indicators developed * The number of national selectivity criteria developed for introduction into the Customs automated clearance system (NAJIM) * The number of firm targets identified * The number of times risk information is disseminated to front line staff and other areas of the Customs Administration regarding areas of highest risk * The number of risk management performance indicators developed * The number of times management is assisted with the implementation of risk management plans and processes * The number of times training is delivered to Customs Officers on risk management, targeting and profiling to enhance enforcement efforts and the facilitation process * The number of entries input to central risk management database * The number of times information is exchanged on risk and non-compliance with the Intelligence and Investigation Departments, and Customs operational units. * The number of strategic, tactical and operational risk assessments prepared, and presentations made, for senior management. |
| Intelligence | * Number of pieces of Strategic Intelligence produced and developed * Number of occasions worked with local Risk Managers in their development of Station Risk Registers**.** * Number of occasions worked with the Risk Management Department in their development of national risk profiles and risk indicators * Number of Intelligence from national and local sources collated * Number of national or international trends identified * Number of occasions contacted the World Customs Organization’s Regional Intelligence Liaison Office * Number of exchanges of Intelligence at national, regional and international levels through the World Customs Organization’s Customs Enforcement Network and its communication platform * Number of occasions Intelligence disseminated to Customs operational units and Investigation Officers * Number of occasions acted as a liaison point between, and interface with, local Intelligence Officers to ensure that work is not duplicated or overlooked. * The number of intelligence reports generated. * The number of risk indicators developed. * The number of risk profiles created. * The number of offences detected, directly as a result of Intelligence generated * The Number of arrests made, directly as a result of Intelligence generated * The Number of detentions, directly as a result of Intelligence generated * The Number of and value of penalties, directly as a result of Intelligence generated * The Number of prosecutions, directly as a result of Intelligence generated |
| Central Operational Control Room | * Number of Confidential Informants, and anyone who wishes to receive a reward, registered on the Intelligence database * Number and grades of information received from Confidential Informants and input to the Intelligence database * Number and classification of calls received via the 1703 Customs Hotline * Number of immediate notifications of 1703 Customs Hotline information to the Heads of the Investigation Department, the Intelligence Department, and the Chief or the Shift Leader in the relevant Customs House. * Number of Information Reporting Forms forwarded to the Intelligence Department, and relevant Customs House. * Number of reports alleging bribery and corruption in Customs delivered to a Senior Manager in the Director General’s office. * Number of records created in the 1703 Customs Hotline database management system * Number of new records entered into the Intelligence database * Number of records updated on the Investigation database * Number of data requests made to other state institutions (for example, Ministries, Public Prosecutor, Courts). * Number of communications with State institutions (e.g. Ministries, Public Prosecutor, Courts); * Number of Search reports disseminated * Number of communications with Other security agencies * Number of communications with Regional Anti-drug Division * Number of communications with sanitary, veterinary inspectors, phytosanitary officials * Number of detention notifications to the Investigation Department * Number of contacts with the Ministry of Social Affairs officials, medical facilities, lawyers and interpreters * Number of unique examination numbers issued for detailed searches * Number of verifications of data performed, upon a request from a Customs Officer * Number of times assistance provided to Customs Officers engaged in vehicle pursuit * Number of times assistance requested from other Security Agencies * Number of times assistance provided to Customs Officers for surveillance purposes * Number and types of entries in Log Book of Daily Activities |
| Informants | * Number of pieces of information received from Public spirited citizens * Number of pieces of information received from Confidential Sources * Number of pieces of information received from Confidential Informants * Number of Confidential Informants registered as an Informant * The number of Confidential Informants, and public-spirited citizens or confidential sources who want a reward, registered on the Intelligence database * The number of contacts with Confidential Informants and Confidential Sources as recorded on the Intelligence database * The number of arrests made by Customs as a result of the information * The reliability and accuracy of the information * The saving in Customs time and resources * The quantity of drugs / goods seized, value of property / assets confiscated * Whether the information identified weaknesses in Customs controls or procedures |
| Information management | * Number of pieces of information received from Covert Human Intelligence Sources * The number of Covert Human Intelligence Sources registered on the Administration’s Intelligence database * The number of referrals by Intelligence Specialists of persons who wish to receive a reward, to the Central Operational Control Room. * The number of files opened for Covert Human Intelligence Sources * Amount of monies paid out Covert Human Intelligence Sources, Confidential Informants, and to public-spirited citizens or confidential sources who want a reward |
| Management Responsibility and Accountability | * The number and type of Staff risks identified in Management Profile * The number and type of Risks associated with the operational processes to which their part of the business directly contributes, that are identified in Management Profile * Results of the controls put in place to mitigate the internal risks associated with the operational processes * The number of comments entered in Local Station Risk Register on the corrective action that has been taken * The number of reports of business progress submitted to senior management * The number of Search Reports submitted to the Central Operational Control Room and disseminated to the Risk Management Department; * The number of pieces of potential intelligence and information, passed to the Intelligence Department in Information Reporting Forms * The number of Detention of Person Record Forms issued * The number of Vehicle Pursuit Reports issued |
| Penalties and Prosecution | * The number of administrative procedures followed, to achieve reconciliation * The number of administrative procedures declined, and number of cases referred to the Customs Court * The number and value of monetary penalties imposed * The number and value of additional penalties imposed by the competent authority * The number and value of reconciliation decisions made by the Director General * The number and value of reconciliation decisions made by Heads of Departments * The number and value of reconciliation decisions made by the Higher Council of Customs * The number of investigations, and types of violations, conducted with a view to bringing criminal charges |