

## Appendix 4 – Definitions of Key Performance Indicators

### **GOAL 1 – To contribute to improving accountability across the Queensland Public Sector.**

Percentage of audit opinions and findings reviewed as appropriate in terms of our audit methodology.

**(Quality measure)**  
**(Included in the Service Delivery Statement)**

The purpose of this milestone is to ensure the quality of our financial and compliance audits.

It measures qualitatively by reference to the results of QAO quality review processes conducted on an on-going basis in accordance with our policy Quality Assurance – Audits.

The measure is based on the information detailed in the Auditor-General Circulars which reports on the results of the Quality Assurance reviews conducted and strategies for improvement.

A review is undertaken by APQ on a sample of audit files. The files are assigned a rating of good practice, satisfactory or improvement opportunities.

Percentage of financial statements audited and certified within statutory timeframe where statutory requirements observed by auditees.

**(Timeliness measure)**  
**(Included in the Service Delivery Statement)**

The purpose of this milestone is to indicate whether QAO is completing its audits in a timely fashion.

Milestone reporting is included in the monthly corporate business report collated by Governance and Communication. This milestone report includes financial statements completed within statutory timeframes.

This measure is obtained by APQ from IPSAM.

### **GOAL 2 – To be responsive to the needs of Parliament and other stakeholders.**

Satisfaction of the Public Accounts and Public Works Committee with Auditor-General reports and publications.

**(Quality measure)**  
**(Included in the Service Delivery Statement)**

The purpose of this milestone is to ascertain Parliament's satisfaction with QAO's output or more specifically Sub-output 3 – Parliamentary reporting and services and sector-wide assistance.

Parliament's satisfaction will be measured through the Auditor-General's interaction with the Public Accounts and Public Works Committee. The Public Accounts and Public Works Committee satisfaction with our audits and reporting will be assessed based on the outcomes of meetings held with the Auditor-General and the Committee.

This measure is subjective and based on information obtained from the Office of the Auditor General. Reports by the former Public Accounts Committee and current Public Accounts and Public Works Committee are also reviewed for adverse comments.

**Number of audit reports to Parliament:**

- Financial and compliance audits
- PMS audits.

**(Quantity measure)**  
**(Included in the Service Delivery Statement)**

The purpose of this milestone is to provide Parliament with timely audit information.

The number of reports to Parliament are compared to the target figure set at the beginning of the audit year. The number of reports tabled is obtained from APQ or QAO's website or intranet.

The quantity of financial and compliance audit and PMS audit reports are measured separately.

**Stakeholder satisfaction with our services.**

**(Quality measure)**  
**(Included in the Service Delivery Statement)**

The purpose of this milestone is to qualitatively measure the effectiveness of Sub-output 1 – Financial and compliance audits.

Audit client satisfaction is measured by conducting a yearly external survey of QAO Clients. This survey is conducted externally by Orima Research Pty Ltd and co-ordinated in-house by APQ.

This measure was previously based on the responses to the question — QAO's financial audit services make a valuable contribution by providing our organisation with a sense of assurance. ORIMA are now able to provide an 'overall performance index' which is the average of the aggregate indices for each area of performance (process, reporting and value). This will be a better indicator of our clients' overall satisfaction with our services, rather than gauging their satisfaction from just one question.

**GOAL 3 – To ensure staff are motivated and capable.**

Staff satisfaction with their work environment and leadership of the office.

**(Quality measure)**

The purpose of this milestone is to gauge the level of satisfaction that the staff of QAO have with their work environment and the leadership provided by management. This measure will be monitored approximately every two years when the staff satisfaction survey occurs. The next staff satisfaction survey is due in early 2009 and is managed by People and Performance.

The key components for the index are the ability of QAO to provide:

- Leadership in support of staff
- Staff with a healthy work environment where staff are valued and supported
- The opportunity for all levels of staff to participate in decision-making including the setting of QAO strategic direction
- Flexible work practices
- The independent company who conduct the staff satisfaction survey provide this data.

Percentage of eligible staff who have participated in and completed leadership programs.

**(Quantity measure)**

The purpose of this milestone is to measure the percentage of eligible staff at the A08 and above who have completed the Engaging Leaders Program, and the percentage of eligible staff at the A05 to A07 who have completed the Practical People Management Programs. The target refers to the cumulative results from development programs over time.

The Manager People and Performance and the Principal Advisor Organisational Development will be responsible to ensure leadership programs are designed and implemented and will provide the information for the measure.

**GOAL 4 – To ensure our business systems are efficient and effective.**

Executive and management satisfaction with reporting and performance information.

**(Quality measure)**

The purpose of this milestone is to measure whether the EMG, Directors of Audit, Senior Audit Managers and Audit Managers have the tools required to make appropriate financial, resourcing and workforce planning decisions and effectively manage their responsibilities.

The General Manager, Audit Support will survey the EMG during the management and leadership of the audit cycle.

Staff satisfaction with business systems and procedures.

**(Quality measure)**

The purpose of this milestone is to determine the level of staff satisfaction with business systems and procedures.

This measure will be monitored approximately every two years. The next staff satisfaction survey is due in early 2009 and is managed by People and Performance.

The key questions which will be aggregated to provide the result for this measure will be developed as part of the 2009 survey.