

DECISION 34/2011/GB

OF THE GOVERNING BOARD OF THE EUROPEAN POLICE COLLEGE

**ADOPTING THE EUROPEAN POLICE COLLEGE'S KEY PERFORMANCE AND
PERFORMANCE INDICATORS 2012**

Adopted by the Governing Board
on 26 October 2011

THE GOVERNING BOARD,

Having regard to Council Decision 2005/681/JHA of 20 September 2005 establishing the European Police College (CEPOL)¹, and in particular Article 17 thereof;

Having regard to Decision 34/2011/GB of the Governing Board of the European Police College (CEPOL) adopting the Financial Regulation and repealing decision 22/2006/GB², and in particular Article 38(4) thereof;

Having regard to the risks associated with the management environment and the nature of the action financed, the organisational structure and the internal management, quality and control systems and procedures suited to the performance of duties;

Whereas:

- (1) Taking into account the need to develop the necessary procedures and controls providing management with reasonable assurance that the objectives are met as stipulated in the CEPOL's Internal Control Standards ("Goals and objectives are clearly defined and updated when necessary. These are formulated in a way that makes it possible to monitor their achievement. Key performance indicators are established to help management evaluate and report on progress made in relation to their objectives.")³;
- (2) The Governing Board (GB) having endorsed a set of 69 Key Performance Indicators (KPIs) ("Introducing a Balanced Scorecard for CEPOL")⁴;
- (3) Taking into account the Balanced Scorecard (BSC) implementation experience in CEPOL and recommendations received from the Court of Auditors and the Internal Audit Service of the European Commission to simplify the current set of KPIs;

HAS ADOPTED the Key Performance Indicators 2012 and Performance Indicators 2012 of the Agency as detailed in the Annex.

Done in Kraków, 26 October 2011

For the Governing Board

*Eliza Wójcik
Chair of the Governing Board*

¹ OJ L 256, 01.10.2005, p. 63.

² Adopted by the Governing Board on 25.10.2011.

³ Adopted by the Governing Board on 10.03.2011.

⁴ Endorsed by the Governing Board on 08.12.2010.

1. CEPOL KEY PERFORMANCE INDICATORS (KPIs) 2012

- Used by CEPOL to evaluate its overall success
- Four strategic indicators (four KPIs in total for four Strategic Goals) with targets for 2012
- Biannual (every six months) measurement and external reporting (from the Director to the Governing Board)
- In addition, a comprehensive (biennial, i.e. every other year) external stakeholder survey will be launched to reflect on the implementation of CEPOL strategy 2010-2014

Strategic Goal	BSC perspective				Key Performance Indicator 2012	Performance 2011 ⁵	Target 2012
	Stakeholders	Financial	Processes	Growth			
Strategic Goal 1: European law enforcement education platform	x		x		1. Overall customer satisfaction (with activities) (%) and external stakeholder satisfaction (%)	91% (in 2010: 91%) -	91% 80%
Strategic Goal 2: European law enforcement knowledge base							
Strategic Goal 3: External relations							
Strategic Goal 4: Management of top-ranking innovative EU agency	x		x		2. Implementation of Establishment Plan (TAs and CAs) (%)	91% (in 2010: 81%)	95%
		x	x		3. Implementation of planned activities (Annual Work Programme) (%)	67% (in 2010: 92%)	95%
			x	x	4. Consumption of Annual Budget (Title 1, 2, 3 %)	T1: 76% T2: 51% T3: 31% (aver.: 53%) (in 2010: T1: 74% T2: 57% T3: 45% aver.: 59%)	T1: 95% T2: 95% T3: 80% (aver.: 90%)

⁵ Data as of 17 October 2011 (based on January-September 2011 performance).

2. CEPOL PERFORMANCE INDICATORS (PIs) 2012

- Used by CEPOL to evaluate the success of a particular activity in which it is engaged
- 23 tactical indicators (23 PIs in total for 21 Strategic Objectives) with targets for 2012
- Quarterly measurement and internal reporting (from the Quality Management Officer to the Director)

Strategic Goal	Strategic Objective	BSC perspective				Performance Indicator 2012	Target 2012
		Stakeholders	Financial	Processes	Growth		
Strategic Goal 1: European law enforcement education platform	1.1 Deliver quality training on specific subjects	x		x		1. Activities (training sessions) implemented (%) 2. Overall customer satisfaction (with activities) (%)	95% 91%
	1.2 Deliver training for senior leaders	x		x		3. Number of senior leader participants at events (%)	20%
	1.3 Offer Exchange Programmes	x		x		4. Overall participant satisfaction (with the Exchange Programme) (%)	80%
	1.4 Develop Common Curricula (CC)			x	x	5. Number of CC adopted by the CEPOL GB	4
	1.5 Develop further e-Learning system	x			x	6. Number of e-Modules adopted and revised	2
	1.6 Develop reputation and prestige	x				7. Number of registrations in the European Trainers' and Lecturers' Database	100
Strategic Goal 2: European law enforcement knowledge base	2.1 Develop e-Library				x	8. Number of items (in total) published in the e-Library	1,500
	2.2 Facilitate research	x				9. Number of research institutions in the network of police/law enforcement research institutions	75
	2.3 Facilitate researchers	x				10. Number of participants at research conferences	200
	2.4 Establish researchers' database	x				11. Number of researchers in the database	200
	2.5 Recognise scientists					-	-

Strategic Goal	Strategic Objective	BSC perspective				Performance Indicator 2012	Target 2012
		Stakeholders	Financial	Processes	Growth		
Strategic Goal 3: External relations	3.1 Cooperate with other Agencies and bodies			x	x	12. Implementation of JHA Scorecard (%)	95%
	3.2 Partner with Associated Countries	x				13. Number of participants from associated countries at CEPOL activities (%)	5%
	3.3 Assist Candidate, Accession, Neighborhood Policy and Eastern Partnership countries	x				14. Number of participants from candidate, accession and neighbourhood countries in CEPOL activities (%)	5%
	3.4 Cooperate with globally significant partners	x		x	x	15. Number of strategic partnership initiatives launched	4
	3.5 Cooperate with civil society					-	-
Strategic Goal 4: Management of top-ranking innovative EU agency	4.1 Improve governance			x	x	16. Draft GB Decisions resulting in adopted GB Decisions (%)	85%
	4.2 Improve management			x	x	17. Timely closure of audit recommendations	100%
						18. Implementation of plans (e.g. procurement, management, risk registry, 5-year evaluation recommendations)	90%
	4.3 Improve Internal Control System			x	x	19. Implementation of Internal Control Plan (%)	100%
	4.4 Manage human resources			x	x	20. Number of staff evaluated (annual appraisal) (%)	100%
						21. Staff satisfaction (annual survey) (%)	80%
	4.5 Manage budget		x	x		22. Timely payment of invoices (%) ⁶	85%
	4.6 Provide administrative support	x		x		23. Number of complaints/compliments received	25/25
4.7 Develop stakeholder relations and internal communication	x		x	x	24. Implementation of stakeholder related activities (e.g. management plan) (%)	100%	
4.8 Improve public relations					-	-	

⁶ Consumption of annual budget (%) is a KPI