

PROGRAMME 1: CORPORATE SERVICES

Output (KPA)	Indicator (KPI)	Annual Target	Actual Achieved	Comments
Business Transformation	Percentage of money spent on B-BBEE suppliers	70%	87.16%	The increase can be attributed to the increased spend with B-BBEE compliant suppliers. Concerted efforts in applying the provisions of the Preferential Procurement Policy Framework Act (PPPFA) across all transactions above the R10 000 threshold.
Informed and Satisfied Stakeholder Base	Percentage of information provided at a 95% accuracy level in week one of reporting as competent	95%	95%	Citrus, pome, stone and grapes – including inspection and export information.
	Organisational customer satisfaction index measured annually	70%	99%	The measurement reflected is a calculation based on the questionnaires (Q78s) handed to customers and returned to our Chief Inspectors in all regions. Measurement is done annually.
Skills Retention	Percentage staff retained annually	94%	98.5%	