

PART D: ORGANISATIONAL PERFORMANCE TARGETS

THE PPECB HAS IDENTIFIED THE FOLLOWING KEY PERFORMANCE AREAS AND KEY PERFORMANCE INDICATORS FOR THE PERIOD 2016–2020.

Programme 1: Corporate Services		Targets 2016–2020			
Output (KPA)	Indicator (KPI)	2016/2017	2017/2018	2018/2019	2019/2020
Business Transformation	Percentage of money spent on B-BBEE suppliers	75%	77%	78%	80%
Informed and Satisfied Stakeholder Base	Percentage of information provided at a 95% accuracy level in week one of reporting	93%	94%	95%	98%
	Organisational customer satisfaction index measured annually	75%	80%	80%	85%
Skills Retention	Percentage of staff retained annually	94%	94%	94%	94%

Programme 2: Operational Services		Targets 2016–2020			
Output (KPA)	Indicator (KPI)	2016/2017	2017/2018	2018/2019	2019/2020
Compliance	Number of samples inspected on a 2% basis	96%	97%	98%	99%
	Percentage of accurate temperature letters issued in relation to the number of vessels sailed	100%	100%	100%	100%
Efficient Service Delivery	Percentage cartons of main products (citrus, grapes, pome, stone and avos) captured on the Titan system	30%	50%	70%	80%
	Number of activity points interfacing with the PPECB mobile technology platform	400	800	1 000	1 300

Programme 3: Food Safety Services		Targets 2016–2020			
Output (KPA)	Indicator (KPI)	2016/2017	2017/2018	2018/2019	2019/2020
Food Safety Assurance	Number of samples analysed using accredited methods	20 000	22 000	24 000	26 000
	Number of food safety audits conducted	720	750	800	850

Programme 4: Transformation and Development Services		Targets 2016–2020			
Output (KPA)	Indicator (KPI)	2016/2017	2017/2018	2018/2019	2019/2020
Capacity Building	Number of students graduated through the AETP programme	30	35	40	45
	Number of smallholder farmers trained	120	150	170	200
Competent Staff	Percentage of operational staff verified by the harmonisation programme as competent	85%	90%	90%	95%
Market Access	Number of smallholder farmers certified for export	5	10	10	15

CONCLUSION

Classified as a National Public Entity in terms of the Public Finance Management Act (Act No. 1 of 1999) and mandated to oversee the export of perishable produce, the PPECB's core services are targeted at the export value chain.

However, as a government entity the PPECB is further committed to assist Government in achieving its priorities. The PPECB is also committed to continuously improve customer service by becoming more efficient and customer-centred. Strategic programmes have hence been consolidated and aligned to direct organisational focus accordingly.

Over the medium term, the PPECB will be focused on becoming more efficient through consolidation, where possible. The entity will further have a strong focus on containing cost and aligning itself with stakeholder needs.