

Part D:

Organisational Performance Targets

The PPECB has identified the following key performance areas and key performance indicators for the period 2019 to 2024.

Organisational Performance Targets

Over The MTEF

Programme 1: Corporate Services		Targets 2019 - 2024				
OUTPUT (KPA)	INDICATOR (KPI)	2019/20	2020/21	2021/22	2022/23	2023/24
Business Transformation	Percentage of money spent on B-BBEE suppliers	80%	80%	82%	85%	85%
Informed and Satisfied Stakeholder Base	Percentage of information provided at a 95% accuracy level in Week 1 of reporting	98%	98%	98%	99%	99%
	Organisational customer satisfaction index measured annually as a %	80%	80%	80%	80%	80%
Skills Retention	Percentage of staff retained annually	97%	97%	94%	90%	90%

Programme 2: Operational Services		Targets 2019 - 2024				
Compliance	Percentage of samples inspected on a 2% basis	99%	99%	99%	99%	99%
	Percentage of accurate temperature letters issued in relation to the number of vessels sailed	100%	100%	100%	100%	100%
Efficient Service Delivery	Percentage of cartons on main products (citrus, grapes, pome, stone and avocados collectively) captured on TITAN® system*	80%	80%	83%	85%	88%
	Number of activity points interfacing with the PPECB mobile technology platform	1200	1200	1300	1350	1000

Programme 3: Food Safety Services		Targets 2019 - 2024				
Food Safety Assurance	Number of samples analysed using accredited methods	26,000	26,750	27,500	28000	28,500
	Number of food safety audits conducted	850	950	1050	1050	1000

Programme 4: Transformation and Development Services		Targets 2019 - 2024				
Capacity Building	Number of students recruited and graduated through the AETP programme	45	45	50	50	55
	Number of smallholder farmers trained	200	200	210	230	250
Competent Staff	Percentage of operational staff verified as competent on their technical skills	95%	95%	95%	95%	95%
Market Access	Number of smallholder farmers certified for export	15	15	20	30	50



Conclusion

The 2019/20 fiscal year is expected to remain uncertain and will continue to be impacted by global economic factors. The South African perishable product industry will likely be impacted negatively by this uncertainty. As a country geared to the export of fresh produce, a move away from South Africa's traditional export markets is now more important than ever before. The PPECB's role to support market access initiatives is becoming increasingly important to ensure the competitiveness of the export industry.

During 2019/20, the PPECB will continue to focus on delivering an effective service by increasing efficiencies over the short to medium term. Customer service will remain the PPECB's mantra during 2019, further supported by increased investment in ICT and business intelligence. Transformation initiatives will continue and will be expanded to accelerate the upskilling of smallholder farmers, among others.

This plan provides an overview of the PPECB's initiatives to support government and the industry in advancing the export of perishable produce from South Africa.