

PART D: TECHNICAL INDICATOR DESCRIPTIONS

Programme 1: Corporate Services

Indicator title	Percentage of money spent on B-BBEE suppliers
Definition	Procurement expenditure for goods and services from suppliers that are B-BBEE compliant
Source of data	The data is collected from a financial programme (Navision 13) with the details of suppliers who have a B-BBEE certificate as evidence of their compliance
Method of calculation or assessment	Spend on B-BBEE suppliers is divided by the total spend to arrive at the percentage of B-BBEE spend
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	The desired performance would be performance that exceeds the target as an indication that PPECB business benefits mostly the B-BBEE suppliers, especially Qualifying Small Enterprises (QSEs) and Exempted Micro Enterprises (EMEs), which play a vital role in the fight against unemployment
Indicator responsibility	Procurement Manager

Indicator title	Percentage of information provided at a 95% accuracy level in week 1 of reporting
Definition	This is the percentage of information captured of the total volume inspected/exported the previous week
Source of data	Record is kept of the volumes reported in the SLA reports that are sent to industry
Method of calculation or assessment	When the weekly reports are sent to industry, the volume per product group is captured and stored. That specific week's volume is then monitored for three consecutive weeks to gauge the total amount captured after three weeks versus what was captured in the first week
Assumptions	The majority of clients will subscribe to Government's and the PPECB's electronic platforms
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	The aim is to have on average at least 95% accuracy of the total information captured in the first week
Indicator responsibility	Coordinator Inspection Administrator

Indicator title	Organisational customer satisfaction index measured annually as a percentage
Definition	Reporting on the percentage of customers who are satisfied with the service provided by the PPECB
Source of data	The data is gathered from the annual Customer Satisfaction Survey conducted by the Marketing and Communications Manager
Method of calculation or assessment	Survey respondents are asked to rate the PPECB's customer service levels on a scale of 1–100. The percentages are then averaged to obtain the final score
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than the target is desirable as this would indicate that clients are satisfied with the PPECB's performance
Indicator responsibility	Marketing and Communications Manager

Indicator title	Number of manual processes converted to electronic or digital form
Definition	This relates to the PPECB's mostly manual processes that will be converted to electronic or digital form with the introduction of TITAN 2.0® and ERP
Source of data	This is calculated based on the number of processes converted to electronic or digital form
Method of calculation or assessment	Total number of processes converted
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	The current attrition rate illustrates that we are experiencing difficulties with the changeover. With the introduction of TITAN 2.0®, ERP and other technologies, the way we operate will change considerably and some processes will ultimately become redundant as we leverage on technology and digitalise. The PPECB will have to adapt to successfully transition from manual to electronic or automated processes
Indicator responsibility	CIO/COO/General Managers: Operations

Programme 2: Operational Services

Indicator title	Percentage of samples inspected on a 2% basis
Definition	100% of consignments must be inspected on a 2% sample basis, which is very labour-intensive
Source of data	The data is to be collected from consignment notes inspected at a full 2%
Method of calculation or assessment	Data collected manually and reported monthly to a coordinator, who reports back on a monthly and quarterly basis. The number of samples inspected on a 2% basis are expressed as a percentage of total samples inspected
Assumptions	The fixed-percentage inspection method will continue to be the officially applied methodology
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than target is desirable as this would indicate an increase in inspections at 2% sampling
Indicator responsibility	General Managers: Operations

Indicator title	Percentage of cartons of main products (citrus, grapes, pome, stone and avocados) captured on TITAN 2.0® system
Definition	Percentage of cartons of main products captured using TITAN 2.0®
Source of data	Monthly reports from the PPECB mobile technology system
Method of calculation or assessment	Number of cartons captured using TITAN 2.0® divided by the total number of cartons captured for a financial year. This is only for the main product groups (citrus, grapes, pome, stone and avocados)
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Desired performance is to achieve 60% of cartons captured on TITAN 2.0® for the 2020/21 fiscal year
Indicator responsibility	General Managers: Operations

Indicator title	Number of activity points interfacing with the PPECB mobile technology platform
Definition	Number of inspection activity points able to exchange data with the PPECB mobile technology system
Source of data	Monthly reports from the PPECB mobile technology system
Method of calculation or assessment	Total number of activity points that were able to exchange data with the PPECB mobile technology system in a financial year
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Desired performance is to achieve at least 200 activity points
Indicator responsibility	Application Development Manager

Programme 3: Food Safety Services

Indicator title	Number of samples analysed using accredited methods
Definition	Samples analysed for testing as per the DAFF (now DALRRD) mandate for pesticides, mycotoxins and compositional dairy testing for the local and export markets
Source of data	Through the laboratory information management system (LIMS), sample information from the tracking numbers of tests conducted are captured and recorded on a daily basis
Method of calculation or assessment	Volumes of samples analysed for different tests are automatically counted by the LIMS when received at sample reception
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	A higher-than-target performance is preferred, as an increase in the number of samples analysed for testing would be indicative of compliance to food and feed safety regulations and possibly also of increased exports
Indicator responsibility	Laboratory Manager

Indicator title	Number of food safety audits conducted
Definition	Reporting on the number of exporting Food Business Operators that were SA GAP (R707) certified in a quarter
Source of data	The data is gathered from the Food Safety programme which issues the certificates
Method of calculation or assessment	Total number of Food Safety Certificates issued in a quarter to exporting Food Business Operators
Assumptions	The PPECB will continue to act as an appointed agent of DAFF (now DALRRD)
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than the target is desirable as this would indicate that oversight is increasing
Indicator responsibility	Programme Manager: Food Safety

Programme 4: Transformation and Development Services

Indicator title	Number of students graduating through the Agri Export Technologist Learnership Programme (AETP) annually
Definition	This is the number of students who have met all the requirements of the learnership and have been awarded an NQF Level 5 qualification after their Portfolios of Evidence have been assessed and moderated
Source of data	Certificates issued by SETA
Method of calculation or assessment	This calculation is based on the number of students who have graduated (i.e. students who have met the final requirements of the learnership)
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	All registered students graduate after course completion and find employment in the sector
Indicator responsibility	Learning and Development Manager

Indicator title	Number of smallholder farmers trained
Definition	The number of smallholder farmers trained by the PPECB
Source of data	Attendance registers completed by farmers during training sessions
Method of calculation or assessment	Total number of smallholder farmers who attended training sessions during a quarter across all registers
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than the target is desirable as this would indicate that more smallholder farmers have an awareness of post-harvest activities
Indicator responsibility	Learning and Development Manager

Indicator title	Number of new skills identified and training needs fulfilled
Definition	Reporting on the number of new skills required to adapt to digital transformation that were identified in the PPECB and for which training was offered
Source of data	The data is collected from the Operations/Human Resources Department
Method of calculation or assessment	The total number of new skills requirements identified for which training was offered
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	The target should increase continuously as new technologies are introduced and new skills requirements and training needs emerge
Indicator responsibility	Human Resources Executive/Business Optimisation

Programme 4: Transformation and Development Services (continued)

Indicator title	Percentage of permanent technical professionals (Inspectors and Assessors) evaluated as technically competent
Definition	Reporting on the percentage of permanent Inspectors and Assessors evaluated as competent by an independent Learning and Development authority and Cold Chain specialist in a four-year cycle. The organisation sets a targeted percentage based on the desired competency levels and the default risk tolerance manageable internally. The number of individuals evaluated are now reported
Source of data	The data is gathered from specialists within the Learning and Development Department, which has a national footprint in all PPECB regions. A seasonal plan is followed and the competence status of the inspectorate is reported on quarterly
Method of calculation or assessment	The number of technical professionals evaluated as competent expressed as a percentage of the total number of technical professionals
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than the target is desirable as this would indicate that the inspectorate is better equipped to fulfil its mandated and market access responsibilities
Indicator responsibility	Learning and Development Manager

Indicator title	Number of smallholder farmers certified for export
Definition	Reporting on the number of smallholder farmers who attained SA GAP (R707) certification in a quarter
Source of data	The data is gathered from the Food Safety programme which issues the certificates
Method of calculation or assessment	Total number of certificates issued to smallholder farmers in a quarter
Assumptions	N/A
Disaggregation of beneficiaries (where applicable)	N/A
Spatial transformation (where applicable)	N/A
Desired performance	Performance higher than the target is desirable as this would indicate that more smallholder farmers have gained access to the market
Indicator responsibility	Learning and Development Manager