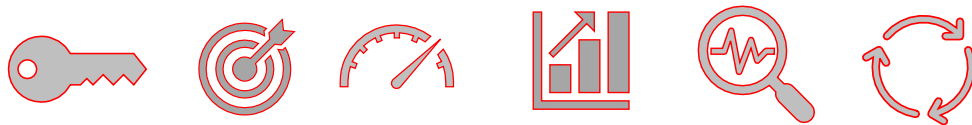




Key Performance Indicators: cash and logistics



If you are looking to measure the performance of cash logistics in your organization, the below table gives some suggested key performance indicators that you could use as a starting point. Depending on the logistics and finance systems that you have, and the way that they are set up, some of these KPIs could be collected automatically, some might need changes to the system set up for that to happen and some might require manual collection. In the case of the satisfaction rating of framework agreements, a satisfaction survey may need to be developed and shared with users a rating scale of 1 to 5 (where one is low performance and five is high performance) could be used to evaluate the appropriateness of the FSP FAs in place.

You do not need to measure all of these, instead just select a few that will enable you to see and measure your performance:

Reference	Description	Attribute	Comment
KPI 1 Cash vs in-kind	% of assistance in-kind compared to cash and voucher	Agility	A growing trend would indicate more confidence and competent to deliver cash as well as goods (assuming CVA is feasible)

KPI 2 Transfer value CTP	Total monetary value of cash/voucher transferred (per year, per region, per country)	Scale	A growing trend would indicate more confidence and competent to deliver cash as well as goods (assuming CVA is feasible)
KPI 3 Service fees CTP	% of services fees compared to the transfer value (total average, per country)	Cost	
KPI 4 Service fees CTP	% of service fees per mechanisms (average, per country) <i>*mechanism= direct cash, FSP transfer, mobile money, etc)</i>	Cost	
KPI 5 Framework agreement	# of FSP Framework Agreements in place	Reliability	
KPI 6 Framework agreement	% of procurements of cash and voucher through FSP FAs	Reliability	Linked with KPI 8
KPI 7 Filing/compliance	Number of completed files (POs) with minimum documentation attached as per filing requirement	Compliance	
KPI 8 Framework agreement	% of stakeholders (Programme, Log, and Fin) who are satisfied with the Framework Agreement FSP/PSP performance	Reliability	This would demonstrate procurement dept ability to satisfy internal customers / ensuring an appropriate quality FA is in place with regards to quality of service
KPI 9 Implementation CTP	% of cash transfer/vouchers distributed in accordance with established timeline (as per SR request date) (average per country, per B/P)	Reliability	