

## IPS performance data 2011 to 2012

The tables below show IPS' performance against its key performance indicators (KPIs).

### Key

**Y** Target met

**X** Target not met

**YE** Year-end total (budgetary targets - unit cost per passport and certificate - are measured on an annual basis)

**N/A** Data not available

#### March 2012

<b>Operation target</b>	<b>March</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	Y	Y
Detected fraud to be higher than 2010/11 outturn	Y	Y
Achieve a minimum standard of 56% on the staff engagement index	X	X

#### February 2012

<b>Operation target</b>	<b>February</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	Y	X
Achieve a minimum standard of 56% on the staff engagement index	X	X

#### January 2012

<b>Operation target</b>	<b>January</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X

January 2012

<b>Operation target</b>	<b>January</b>	<b>Year to date</b>
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	Y	X
Achieve a minimum standard of 56% on the staff engagement index	X	X

December 2011

<b>Operation target</b>	<b>December</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	Y	X
Achieve a minimum standard of 56% on the staff engagement index	X	X

November 2011

<b>Operation target</b>	<b>November</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	Y	X
Achieve a minimum standard of 56% on the staff engagement index	X	X

October 2011

<b>Operation target</b>	<b>October</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	X	X
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

September 2011

<b>Operation target</b>	<b>September</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	Y	Y
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

August 2011

<b>Operation target</b>	<b>August</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	N/A	N/A
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

July 2011

<b>Operation target</b>	<b>July</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	N/A	N/A
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

June 2011

<b>Operation target</b>	<b>June</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	N/A	N/A
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all the IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

May 2011

<b>Operation target</b>	<b>May</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	N/A	N/A
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all the IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A

April 2011

<b>Operation target</b>	<b>April</b>	<b>Year to date</b>
Achieve a customer satisfaction rating of at least 90% for passports	N/A	N/A
Achieve a customer satisfaction rating of at least 90% for certificates	N/A	N/A
Deliver 97% of all the IPS products to agreed service standards	Y	Y
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to be higher than 2010/11 outturn	X	X
Achieve a minimum standard of 56% on the staff engagement index	N/A	N/A