



25 April 2022

Annex 4

OAIS Key performance indicators

Report of the Office of Audit and Investigation Services on UNFPA internal audit and investigation activities in 2021

(DP/FPA/2022/6)

Agenda item 3: UNFPA – Internal audit and investigation

Executive Board of UNDP, UNFPA and UNOPS

Annual session 2022

6 to 10 June 2022

New York

Annex 4: OASIS Key performance indicators

No.	Key performance indicator	Target (2021)	Achievement (2021)
1.	Risk based audit plan implementation	26	21 (81%)
2.	Compliance with EB decision on public disclosure	10	10 (100%)
3.	General satisfaction with audit work from clients ¹	100%	78%
4.	General conformity with IIA Standards ²	Yes	Yes
5.	Ability of the Investigations Branch to close cases based on available resources ³	109	101 (93%)

¹ Result based on the recent EQA satisfaction survey conducted in December 2021.

² Based on the results of the recent EQA conducted in December 2021.

³ This KPI represents the average number of cases concluded over the preceding four years (2017-2020) based on available resources as a percentage of the overall case load during the same period. During 2021, the Investigations Branch had an overall case load of 339 cases.