

Performance Index

Performance Index

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What is Performance Index and its importance [Top](#)

OCHA analyzes partner performance throughout project implementation. OCHA will track and score partner's performance in relation to

- Quality and timeliness of submissions of project documents (proposals, budget & concept notes)
- Quality and timeliness of implementation against approved targets
- Quality and timeliness of reporting
- Frequency, timeliness and justification of project revision requests
- Quality of financial management
- Audit findings

The scores assigned to the partner in each of these factors will be summarized in a Partner Performance Index (PI).

Performance Index Categories [Top](#)

For PI, the categories on which scoring are to be done are fixed and the questions will not be editable to HFU.

There are six (6) Performance Index categories defined in the GMS

- Quality of project document and timeliness of response
- Monitoring findings

- Narrative reporting performance
- Revision request/s
- Financial performance
- Audit findings

Each category will have a single question with multiple choices of answers. Each answer will have a score associated with it. Each question has the different weight-age in its category and each category has a weight-age in its own in the PI template. The total weight-age for all categories will be equal to 100.

Implementation of Performance Index [Top](#)

PI scorecard questions are imposed on the HFU as and when specific milestones are completed in the project lifecycle.

Each PI category will be linked with a specific workflow status defined for a particular instance in GMS so the system knows which category question to show to the user in a specific workflow step of an instance such as Project/Reports/Audit etc. This is achieved by showing the questions on the workflow comments dialog box and making them mandatory to proceed further.

Performance index is important because the options selected for the project would be useful to calculate the performance of the project as well as the partner which will help to decide whether the current agency is compliant to work with or not in future.

Following are the instances for which questions have been defined in the system.

- Project
- Interim Financial Reporting
- Final Financial Reporting
- Progressive Narrative Reporting
- Final Narrative Reporting
- Monitoring
- Project Revision
- Audit
- Extraordinary Financial Report

All questions are mandatory except for the Final Financial Reporting and Final Narrative Reporting instances. For these questions to be mandatory the reports need to be approved.

All questions will also appear at **final narrative, final financial and audit or project closure** status when approved by HFU to make sure all answers are captured or updated.

On answering of questions and saving the same at **final narrative, final financial and audit or project closure** instances would trigger the calculation and updating of the PI total score. The PI score and Score Index gets calculated and displayed on the popup as shown below.

Performance Index

Scorecard Name: Global Performance Index

Pending: **PI Score:** 85.71 | 5

Previous Question(s) (Collapse) ▲

Quality of project document and timeliness of response

Project

In the workflow popup, a mouse over the pending icon would display what questions are pending to be answered for a valid PI score as shown below. This icon would be visible only if some mandatory instances need to be answered.

Pending: **PI Score:** 0 | 0

Questions for the listed instances need to be answered and Final Financial Report & Final Narrative Report must be approved for a valid PI Score to be considered. The instances are

Project

- Final Narrative Reporting
- Final Financial Reporting
- Monitoring
- Project Revision
- Audit

None

For projects where monitoring or audit is not required as per Op Modality

- No scoring will be done based on that category
- HFU will have additional options as mentioned below to depict status of the scoring with respect to monitoring or audit categories.
 - For Monitoring category:
 - Monitoring was not required as per operational modality
 - OCHA is unable to monitor (see reason in comment box)
 - For Audit category:
 - Audit is not required as per OM.
- The rest of the scores will be calculated from 100

The user would be able to see these options in red while answering the questions for these categories as shown below.

frame ?

* Select

* Select

- The project fully achieved/exceeded all targets
- The project achieved most targets
- The project achieved limited targets and justified
- ~~The project achieved limited/did not achieve any target and not justified~~
- Monitoring was not required as per operational modalities
- OCHA is unable to monitor (see reason in comment box)

Progress Narrative Reporting - (Progress Narrative report 1)

Q) How do you assess the quality and timeliness of the narrative report ?

A brief overview of the categories, question and weight-age in Performance Index

PI Categories	Question	Question asked at the following GMS step	Category Weight-age
Quality of project document and timeliness of response	How do you assess the quality of the proposals and the timeliness of the response on comments made?	HFU submit GA for EO signature	10%
Monitoring findings	What is your overall assessment of the project implementation (quality and timeliness) against approved targets and time-frame?	When HFU clicks on "completed" in monitoring module	25%
Narrative reporting performance	How do you assess the quality and timeliness of the narrative report?	when HFU approves a narrative report (progress and final)	15%
Revision request/s	How do you assess the timeliness, frequency and	When HFU clicks on "Project Revision	10%

	justification of the project revision?	Reviewed and Cleared by HFU"	
Financial performance	How do you assess the quality and performance of the financial report?	When HFU approves a financial report (interim, extraordinary and final)	20%
Audit findings	How do you assess the audit findings?	when Audit report is finalized by HFU	20%

How is Performance Index calculated [Top](#)

For example

Category: Monitoring findings:

Question: What is your overall assessment of the project implementation (quality and timeliness) against approved targets and time-frame?

Answer: The project achieved limited targets and justified

So project score is 5 out of a maximum of 9

5 – score given by HFU

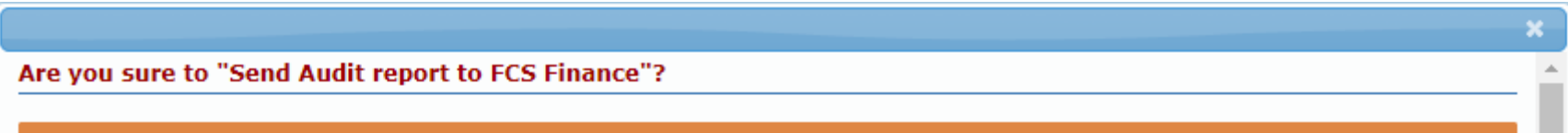
9 – maximum score which can be given

So % of score will be $5/9 * 100 = 55.56$

As there is 25% weight-age for this category out of total weight-age of 100

Final score will be = $55.56 * 25/100$ i.e Final score will be 13.89

A screenshot of the categories and question is shown below:



Are you sure to "Send Audit report to FCS Finance"?

Comments for project in "Audit started by Audit Firm"

Performance Index

Scorecard Name: Global Performance Index

PI Score: **70** **4**

Previous Question(s)

(Collapse) ▲

Quality of project document and timeliness of response

Project


Q) How do you assess the quality of the proposals and the timeliness of the response on comments made ? 

*

*

Monitoring findings

Monitoring

Q) What is your overall assessment of the project implementation (quality and timeliness) against approved targets and time-frame ? 

*

*

Narrative reporting performance

Progress Narrative Reporting - *(Progress Narrative report 1)*

Q) How do you assess the quality and timeliness of the narrative report ? 

*

*

Final Narrative Reporting - *(Final Narrative report 1)*


Q) How do you assess the quality and timeliness of the narrative report ? 

* Reports submitted on time and good quality ▼

* The report was submitted 20 days after the due date.

Revision request/s


Project Revision - *(Revision 1)*

Q) How do you assess the timeliness, frequency and justification of the project revision ? 

* Requested unjustified revision late ▼

* The IP had requested two revision request, on time

Project Revision - *(Revision 2)*

Q) How do you assess the timeliness, frequency and justification of the project revision ? 

* Requested unjustified revision late ▼

* The IP had requested two revision request, on time

Financial performance

Final Financial Reporting - *(Final Financial report 1)*

Q) How do you assess the quality and performance of the financial report ? 


* Incorrect/low expenditure and late reporting ▼

* IP sent financial report very quickly

Current Question

Audit findings

Audit

Question : How do you assess the audit finding ? 

Options:* Clear audit (audit with no findings) ▼

Comments:* please refer to recommendations tab

Audit

Question : How do you assess the audit finding q 2 ?

Options:* Clear audit (audit with no findings)

Comments:* One

* Options marked in red, when selected would exclude that question/Instance from PI Total calculation.

The submitted audit report and related financial report are reviewed by HFU and submitted to FCS Finance for

Disbursement Refund Closure

■ Mandatory Fields are indicated by ★

Save

Save and Goto Audit report finalized by HFU

Cancel

Certain validations applicable for Performance Index scoring are:

- For category monitoring findings:
 - If there are multiple monitoring reports, an average of the score is calculated for the dashboard
- For category Narrative reporting performance:
 - If there are multiple reports, an average of the score is calculated for the dashboard.
- For category Revision request/s:
 - If revision is not requested by the time Final Financial report is activated, then max score in the category will be inserted for the project automatically.
- For category Financial performance:
 - If there is no report, it will say “pending”
- For category Audit findings:
 - For NGOs: If audit is delayed and score is calculated from the rest of the categories the dashboard on audit will say “pending”
 - For UN: Total score will be calculated from the rest of the categories.

Relation between Capacity Assessment and Performance Index for determining the performance rating and risk level of the partner [Top](#)

Partner capacity assessments reflect the capacity of a partner at one particular point in time. The capacity of an organization develops over time as does the risk that the organization poses to OCHA.

OCHA analyzes partner performance throughout project implementation and will be summarized in a Partner Performance Index (PI). The average on the PI for each of the

projects implemented during the year will give the annual partner's PI.

A combination of the weight-age of Capacity assessment and Performance Index determines the performance rating and risk level.

The weighting of projects in calculating the performance rating and risk level is adjusted as and when the partner completes more projects. I.e. An increased weight-age is given to the performance based on the most recent projects completed by the partner.

An overview on how the weight-age breakup is between Capacity Assessment and Performance Index is given below:

Number of Projects	1		2		3		4		5		6	
		Weight		Weight		Weight		Weight		Weight		Weight
	CA	60%	CA	40%	CA	25%	CA	15%	CA	0%	CA	0%
	PI 1	40%	PI 1	40%	PI 1	40%	PI 1	35%	PI 1	35%	PI 1	35%
	total	100%	PI 2	20%	PI 2	20%	PI 2	25%	PI 2	25%	PI 2	25%
			total	100%	PI 3	15%	PI 3	15%	PI 3	20%	PI 3	15%
					total	100%	PI 4	10%	PI 4	10%	PI 4	10%
							total	100%	PI 5	10%	PI 5	10%
									total	100%	PI 6	5%
											total	100%

PI is the Performance Index score per project

PI 1 is the most recent project, PI 2 the second etc. This is determined by the start date of the grant agreement which will not change if there is a 'No Cost Extension'.

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