Improve Performance and Efficiency

Highlights in 2015

- Further development and consolidation of the Quality Management System
- Enhancement of the performance reporting tool and refinement of the key performance indicators
- Evaluation of the 2014 Integrated Field Exercise

At all stages of the process of establishing the Treaty verification system, the Commission aims for effectiveness, efficiency, client (i.e. States Signatories and NDCs) orientation and continual improvement through the implementation of its Quality Management System. The QMS aims to ensure that the organization’s work to establish the verification regime complies with the requirements of the Treaty, its Protocol and relevant Commission documents.

Establishing the QMS is a continual process. During this process, the Commission aims to fulfil the goals and objectives set out in its Quality Policy and, in particular, to instil a quality culture in the organization.
The Quality Management System

To ensure continuous provision of high quality products and services, the Commission pursued further improvement of the QMS in 2015. The QMS is a living system that can be adjusted in line with the emphasis placed by the Commission on the needs of States Signatories and NDCs and on continual improvement.

The procedure for controlling and coding QMS documents has been consolidated and a completely new release of the QMS document management system has been deployed. This release includes customizations to facilitate the distribution of relevant technical documentation to States Signatories through DOTS.

The Commission continued its discussions with States Signatories on the consolidation of a glossary of terms related to the QMS. A Secretariat-wide approach to management and sharing of a common vocabulary is an ongoing activity associated with the development of the QMS.

In its Quality Policy, the Commission underlines its focus on client orientation. It therefore continued to prioritize receiving feedback from NDCs, which are the main users of its products and services. The organization encourages NDCs to provide feedback, to relay questions through the established channels and to review the implementation of recommendations during follow-up sessions in workshops.

The United Nations General Assembly marked 2015 as the International Year of Evaluation. In April the Commission, jointly with the International Atomic Energy Agency (IAEA), the Organization for Security and Cooperation in Europe (OSCE), the United Nations Industrial Development Organization (UNIDO) and the United Nations Office on Drugs and Crime (UNODC), and in collaboration with the Austrian Development Cooperation, organized a high level panel discussion on the use of evaluation in evidence based policy making. Around 150 participants representing 30 States attended the event, which was held at the Hofburg conference centre, Vienna.

Performance Monitoring

The Commission continued its work to make its performance reporting tool (PRTool) fully operational. The validation of the key performance indicators reported by PRTool was completed and the first non-beta version was released.

Together with the release of new versions of PRTool, a revision of the Process Metrics Manual was also completed. This consolidated the consistency of reporting information.
and incorporated new definitions of IMS data performance metrics.

Aiming to assess and improve the quality of products and services, and as part of its continual work on performance monitoring, the Commission investigated the refinement and implementation of additional key performance indicators in PRTool. This investigation was supported by a quality assurance process within a validation framework.

**Evaluation**

During 2015 the Commission completed the evaluation of the 2014 IFE. A written report on the findings and recommendations of the evaluation team was presented to the States Signatories. This helped in the development of the OSI action plan for 2016–2019.

The organization also made significant progress in the ongoing evaluation of IDC progressive commissioning. This included the preparation of detailed reports on the fulfilment of the requirements of Phase 5a of IDC commissioning and the preparation of an evaluation plan for the 2016 activities.

The evaluation plan comprises an evolving blueprint to serve as a conceptual context for the evaluation of the different activities planned to meet the milestones of Phase 5b of IDC commissioning.