

SAMSA
INDICATOR PROTOCOL SHEET
TEMPLATE

{Financial Reporting Period}
2015-16



INDICATOR PROTOCOL SHEET	
Indicator title/Name	Short title of the indicator Level achieved on the SAMSA Process Maturity Capability Model – For Risk Processes and Project Processes
Short Definition	Brief explanation of what the indicator is, with enough detail to give a general understanding The Capability Maturity Model for Processes is a comprehensive and systematic review of SAMSA’s process activities referenced against the Capability Maturity Model (CMM) and SABS/ISO 9004:2009 standard. It provides an overall view of the performance and extent of maturity of the process management system, and assisting in identifying areas for improvement and/or innovation.
Purpose / Importance	What the indicator intends to show and why it is important The output of the assessment demonstrates the maturity level of the processes and when repeated, progress over time is assessed and a continuous improvement road map towards higher levels of maturity can be defined
Source of Data Collection	Where the information comes from and how it is collected, and frequency of collection. Process Maturity is collected through a survey which is conducted once a year using the SAMSA Process Capability Maturity Model guidance.
Method of Calculation	How the indicator is calculated (Simple count or specific calculation formula) The indicator is based on a simple comparison against predefined attributes for a particular level of maturity between 1 and 5
Data Limitation	Factors (beyond the entity’s control) that limit indicator data Not Applicable
Type of Indicator	What the indicator intends to measure (Input, activity, output, outcome / impact, efficiency, effectiveness, equity or economy) Effectiveness (Is the process implementing the right steps that are indicative for the Level of maturity)
Calculation Type	Whether the reported performance is cumulative, or non-cumulative Cumulative – it is measured across a progression of maturity levels from 1-5
Reporting Cycle	Whether the indicator is reported quarterly, annually or at longer time intervals Annually
New Indicator	New indicator, significantly changed indicator or old indicator without change from previous year. (Yes/No) Not a anew indicator
Desired Performance	The desired target performance for the reporting period. Whether actual performance that is higher or lower than targeted performance is desirable. Level 2 Maturity
Indicator Accountability	The individual/role accountable for the indicator

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Indicator Responsibility	Role/ Individual who is responsible for managing or reporting on the indicator. Acting Executive Manager Strategy
Other Information	Other relevant information not captured in the above headings i.e. alignment with the SMART principles:

Duly Signed by: Muroro Dziruni

Key Performance Indicator Owner:

South Africa Maritime Safety Authority (SAMSA)

Date: 5 January 2016