



# Special Investigations Unit Survey: Performance Indicators for Civilian Oversight

*"Not everything that can be counted counts, and not everything that counts can be counted" – Albert Einstein*

1) What is your organization's:

Name	
Mandate	
Objective(s)	

2) What performance indicators do you use to assess progress towards your objective(s)?

i) \_\_\_\_\_  
ii) \_\_\_\_\_  
iii) \_\_\_\_\_  
iv) \_\_\_\_\_  
v) \_\_\_\_\_  
vi) \_\_\_\_\_

3) How do you measure these performance indicators?

Quantitative

Qualitative

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4) Who are these measures for? (*internal use to indicate success or gaps in areas, client groups, etc.*)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5) What methods do you use to collect and present this information?

\_\_\_\_\_  
\_\_\_\_\_

6) What impediments did you encounter in attempting to collect performance information? If you encountered any, how were you able to overcome them?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7) What have you learned from the performance information you have collected?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8) How have you used that performance information?

---

---

---

9) Did you start using any performance measures that actually did not provide a clear indication of progress toward a desired goal? Please describe what they were and why they proved to be inaccurate indicators.

---

---

---

---

10) Has performance information and analysis influenced how you reach your objective(s)/changed your objective(s)? If so, how?

---

---

---

11) May representatives from the SIU contact you to gather further information, if necessary?

Name: \_\_\_\_\_  
Telephone number: \_\_\_\_\_  
e-mail address: \_\_\_\_\_

**Thank you for your time.**

