

**KEY PERFORMANCE INDICATORS FOR
SEAMEO REGIONAL CENTRES AND NETWORK**

KRA and Sub KRA	Key Performance Indicators	Unit of Measurement	Achievement in the last 5 years	Target in the next 5 years										Strategic Initiatives
				Minimum					Maximum					
				1	2	3	4	5	1	2	3	4	5	
KRA: Regional Leadership														
Research and Development	1. Research on issues of regional importance for policy consideration and decision by SEAMEC: a. Number of research identified b. Number of research recommended and adopted c. Number of regional research conducted d. Number of research adopted by other sectors e. Number of research grant from external agencies	Number												
	2. Number of research projects in each Centre/Network's area of specialization conducted in partnership with the academics, R&D organizations and the industry which aim for regional implementation.	Number												

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	3. Number of research articles published in regional/international journals 4. Number of technology/product generated 5. Number of technology/product adopted 6. Number of technology/product commercialized 7. Number of teaching and learning materials, produced for regional/international use: a. modules b. books c. teacher's guide d. learner's guide e. ...	Number Number Number Number Number												
Innovation Program	8. Number of niche area(s) of Centre/Network's specialization developed for the benefit of member countries	Number and qualitative description of niche area												

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	9. Number of new programmes developed	Number													
	10. Number of programmes adopted for national and/or regional implementation	Number													
	11. Number of programmes adopted for commercialization	Number													
	12. Number of enhanced programmes	Number													
Capacity Building	13. Number of capacity building programmes/projects for member countries based on the niche area(s) of the Centre/Network's specialization in response to innovations, current trends and expressed needs of education in the region	Number													
	14. Number of the Centre/Network's best practices expanded/shared to other member countries	Number													

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	15. Number of regional/international activities conducted: a. trainings b. workshops, c. seminars d. fora e. conferences f. ... 16. Increased number of intakes from the region for: a. Diploma programme b. Master programme c. Doctoral programme	Number Number												
Recognition and Benchmarking	17. Number of accreditation received for: a. trainings b. degree programmes c. laboratory services d. ...	Number												

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	<p>18. Number of awards/citations received by the Centre/Network for services/outputs/products at:</p> <p>a. national level</p> <p>b. regional/international level</p>	Number and qualitative description													
	<p>19. Number of awards/citations received by Centre/Network's staff for services/outputs/products at:</p> <p>a. national level</p> <p>b. regional/international level</p>	Number and qualitative description													
	<p>20. Number of the utilization of the following Centre/Network's resources by partners and external organizations:</p> <p>a. experts</p> <p>b. facilities</p> <p>c. consultancy</p> <p>d. ...</p>	Number													
	<p>21. Number of Centre/Network's involvement in the development/implementation of the host government's policy/strategy/ programme/ activities</p>	Number and qualitative description													

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KRA: Regional Visibility														
Strengthening linkages with inter-centre, national, regional, and international institutions	22. Number of Centre/Network's partners	Number												
	23. Number of MOUs signed and implemented	Number												
	24. Number of training programmes conducted for regional/international institutions	Number												
	25. Number of the following collaborative activities conducted with inter-centre/regional/international institutions: a. training programmes b. fora c. seminars d. research projects e. ...	Number												
	26. Number of visits to Centre/Network by: a. other Centres b. existing partners/organizations	Number												

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	c. new contacts d. individuals 27. Number of visits from the Centre/Network to: a. other Centres b. other organizations/institutions c. potential partners d. ... 28. Number of citation/listing in other organization documents/journal articles/website 29. Number of community involvement activities outside the host country	Number Number and qualitative description Number and qualitative description												
Increase means for stakeholders to access SEAMEO programmes	30. Frequency of updating Centre/Network's website to ensure accessibility to programmes and information 31. Number of publications produced by the Centre/Network:	Frequency (weekly/monthly) Number and description												

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	a. printed publication (e.g. magazine, newsletter, journal) b. digital/online publication (e.g. online magazine, newsletter, journal)														
	32. Number of distributed published materials in printed and digital forms e.g. journal/newsletter/ conference proceedings	Number													
	33. Number of new recipients of SEAMEO Centre/Network's publications	Number													
	34. Number of channels of communication e.g. online discussion, internet, telephone, radio, TV, etc.	Number													
	35. Frequency of using the channels of communication: a. TV b. newspaper c. radio d. magazine e. ...	Number per year													

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	36. Number of press releases on Centre/Network's activities	Number and list of media												
	37. Number of media coverage of Centre/Network's activities	Number and list of media												
	38. Number of visits of Centre/Network's website	Number												
	39. Number of Centre/Network's links to others' website	Number												
	40. Number of alumni communication forum/network/organization	Number												
	41. Number of category of clients for all programmes (e.g. arm forces, teachers, administrators, medical doctors)	Number and brief description												
	42. Number of Centre/Network's participation in regional and international exhibitions/fairs	Number												

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	43. Number of Centre/Network's presentation in regional/international conferences	Number													
	44. Number of internships and/or fellowships from other countries	Number													
KRA: Solid Resource Base															
Financial viability	45. Revenue generated to sustain operations and development initiatives from: a. International House b. Fee paying participants c. Fee paying programmes d. Interest income e. ...	Amount (in USD/local currency)													
	46. Variance between income and expenditure	Percentage													
	47. Amount of funds received from the host government	Amount (in USD/local currency)													

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	48. Amount of external funding support from donors and partners	Amount (in USD/local currency)													
	49. Number of non compliance of major issues based on audit report	Number													
Management efficiency	50. International standards quality management system e.g. ISO9001:2008 certification	Yes/No													
	51. Response time to queries and feedback	Average days per query													
	52. Presence of energy/environmental saving mechanism/measures/procedures (e.g. reduction of consumption of paper/electricity)	Yes/no and Qualitative reporting													
	53. Satisfaction level of the following stakeholders: a. staff b. training participants c. partners	Satisfaction index													

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	d. host country e. ...														
Human resource management	54. Number of unfilled posts as approved in organizational structure 55. Time between outgoing and incoming staff/officers in filling in positions 56. Number of underperforming employees 57. Rate of turnovers of staff 58. Number of staff's achievement based on: a. award b. publication c. project d. research e. ...	Number Average number of days per position Number Percentage Number													

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	59. Number of staff participating in staff development programmes	Number													
	60. Number of social activities for all staff	Number													
	61. Type of staff benefit e.g. medical insurance	Number and list of benefits													
Facilities	62. Presence of sufficient quality facilities, including infrastructure, assets and equipment	Qualitative and quantitative reporting													
	63. Number of theft and loss of assets	Number													
	64. Number of facilities and equipment which are not operational within the time specified by the Centre/Network (e.g. within hours/days/weeks)	Number													
	65. Number of times computer hardware and software downtime exceed 24 hours per time (e.g. 3 times, 5 times, 20 times in a year)	Number per year													

