

KPI Selection Criteria

- **Relevant** to Customs objectives and priorities, so that changes over time in a Country's score on the indicator should reflect actual changes in regulatory policy practices.
- **Useful for policy making**, i.e. *user focused*, with data that are "fit for use". In this respect user input is clearly essential to any assessment of data quality.¹
- **Timely**, to track progress and be of value for decision-making
- **Balanced**, covering all significant dimensions and possibly multiple sources of verifications, as a way of data triangulation and enhancing measurement².
- **Cost-effective**, balancing the benefits of the information against the costs of data collection, making sure that performance data for the indicators is obtainable and accessible by each administration³⁴.
- **Attributable**, capable of being influenced by actions of an identifiable agency organizational unit that should be accountable for it.
- **Clear**, with unambiguous definition.
- **Coherent** within the dataset, across datasets, over time, and across countries, so that elementary data items are based on compatible concepts, definitions, and classifications and can be meaningfully combined, and compared over time, and any differences are explained.
- **Disaggregated** (e.g. by individual components such as sex, type of revenue etc.)
- **Accurate and reliable**, producing consistent results over time with multiple applications of the measurement tool, reflecting the underlying concept to be estimated (validity), and independently verifiable, so as to obtain credible assessment results.

¹ Quality framework and guidelines for OECD statistical activities, 2012

² For instance, a comparison of statistics from victimization surveys to administrative data on crime may not only lead to a better understanding and validation of one's data, but also contribute to greater conceptual harmonization between both sources. *UN Statistical Commission's Handbook on Governance Statistics (Draft for Global Consultation, December 2019)*

³ Where possible and appropriate, data collection should build on existing systems and sources rather than establish new ones, in order to support institutional strengthening objectives, avoid the creation of parallel information systems, and minimise additional cost.

⁴ Information about expected new (or revised) data requirements should be shared across the organisation, minimising the risk of duplication of effort and waste of resources. In determining the data requirements, consideration is given to the trade-offs between content, coverage, frequency, accuracy, timeliness, costs and provider burden. Quality framework and guidelines for OECD statistical activities, 2012