



## National Measurement Institute's evidence metrics for the six KPIs in the Regulator Performance Framework

| Performance Measures  | # | Evidence Metric   | Applicable KPI(s)                |
|---|---|---|----------------------------------|
| <b>A. Evidence of implementing risk-based approaches</b>  | 1 | <b>Percentage of trade measurement inspections that address areas identified as high-risk with regard to policy goals</b><br>Trade Measurement Inspections are performed on measuring instruments in use for trade to assess compliance under the National Measurement Act. The primary focus of compliance is to ensure that the instruments are accurate to within specified limits. Inspections are also performed on pre-packaged products, primarily to check the quantity to determine if there is any shortfall. NMI implements a risk-based approach to inspections. This approach enables NMI to focus its resources on high-risk areas which also minimises the impact on the efficient operation of regulated entities. Under this metric determinations of high-risk areas will be based on a consideration of policy objectives. | <b>KPI 1<br/>KPI 4<br/>KPI 3</b> |
| <b>B. Demonstrating a clear commitment to assessing applications within agreed or published timeframes</b>                              | 2 | <b>Percentage of applications assessed and processed within agreed or published timeframes</b><br>NMI has application processes for pattern approval of measuring instruments, appointment as an authority, and for licensing of servicing licensees and public weighbridge licensees. Agreed and published timeframes enables business to plan and reduces regulatory burden.  | <b>KPI 1<br/>KPI 2</b>           |
| <b>C. Effective consultation that provides opportunities for feedback and demonstrates proper consideration of stakeholder feedback</b> | 3 | <b>Percentage of stakeholder feedback that is favourable (customer satisfaction)</b><br>NMI seeks feedback through surveys. Negative feedback is an opportunity to improve systems and re-assess regulatory burden. Responses which are neutral or better are taken to be favourable.   | <b>KPI 2<br/>KPI 5<br/>KPI 6</b> |
| <b>C. Effective consultation that provides opportunities for feedback and demonstrates proper consideration of stakeholder feedback</b> | 4 | <b>Number of information sharing meetings with key stakeholders (effective communication)</b><br>NMI engages with stakeholders for information sharing with the aim of improving Australia's legal metrology system, and reducing regulatory burden. NMI convenes Consumer and Industry Liaison Committee (CILC) meetings where NMI provides updates on its activities and CILC members provide feedback and raises issues. NMI also convenes various other regular and ad-hoc meetings with regulated entities. In reporting against this metric, NMI will link to metric 5 – that is consultations which have resulted in improvements.   | <b>KPI 2<br/>KPI 5<br/>KPI 6</b> |

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|---|----|--|----------------------------------|
| <b>D. Implementation of a continuous improvement culture</b>  | 5  | <b>Examples of improvements to how NMI conducts its regulatory role (continuous improvement)</b><br>Areas for improvement can be identified via various routes including stakeholder surveys, stakeholder meetings, audits, reviews, and self-assessments. The number of improvements identified and implemented will measure NMI's actions to continuously improve regulatory frameworks.   | KPI 6                            |
| <b>A. Evidence of implementing risk-based approaches</b>  | 6  | <b>Percentage of assessments or inspections that take account of risk profile (risk informed regulation)</b><br>NMI develops a National Compliance Plan annually. It is developed to enable regulatory compliance and enforcements activities to be based on risk profiles. This plan is published on the NMI website to provide openness and transparency. Pattern approval assessments may also be undertaken taking account of risk profile. See also metrics 6a and 6 b below.   | KPI 3<br>KPI 4<br>KPI 5<br>KPI 6 |
| <b>A. Evidence of implementing risk-based approaches</b>  | 6a | <b>Number of enforcements actions that do not involve a fine</b><br>NMI operates under a risk-based compliance and enforcement policy. This policy provides for a range of regulatory responses for compliance and enforcement. This metric will assess NMI's use of a range of responses, in this case light-touch regulations, on a risk-basis.  | KPI 3<br>KPI 4                   |
| <b>A. Evidence of implementing risk-based approaches</b>  | 6b | <b>Number of enforcements actions in that do involve at least a fine (also refer to metric number 6)</b><br>NMI operates under a risk-based compliance and enforcement policy. This policy provides for a range of regulatory responses for compliance and enforcement. This metric will assess NMI's use of a range of responses, in this case infringement notices or higher sanctions (such as prosecutions or enforceable undertakings) for more serious breaches.   | KPI 3<br>KPI 4                   |
| <b>C. Effective consultation that provides opportunities for feedback and demonstrates proper consideration of stakeholder feedback</b> | 7  | <b>Percentage of instances in which stakeholders are consulted on the development of regulations (transparent development of standards)</b><br>NMI publishes a number of standards and test procedures which set out requirements and expectation of manufacturers and licensees. These standards are generally adoptions of international standards. Consultation with manufacturers and licensees improves transparency in regulation and supports continuous improvement. For this metric, NMI will report on consultation outcomes with reference to minimal effective regulation. | KPI 2<br>KPI 5<br>KPI 6          |