Strategic Plan performance measures
To be read in conjunction with the QBCC Strategic Plan 2018-2022
## Performance measures supporting each Key Result Area

<table>
<thead>
<tr>
<th>Objective</th>
<th>Key Result Area</th>
<th>Supporting performance measure</th>
</tr>
</thead>
</table>
| Promote integrity and probity in the building and construction sector | a. Compliance effectiveness  
  b. Contribution and influence in changes to the regulatory environment  
  c. Sustainability of the industry | a. Industry complies with QBCC administered legislation  
  b. Qualitative statements  
  c. Percentage of decisions overturned by the Queensland Civil and Administrative Tribunal |
| Provide regulator and customer services that are timely, clear and transparent | a. Perceptions of fairness in decision-making  
  b. Productivity and satisfaction for delivering services | a. Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair  
  b. Overall customer satisfaction  
  b. Performance of Service Delivery Statement service standards |
| Improve operational and organisational excellence | a. Use of data to drive decision-making and action  
  b. Productivity and satisfaction of internal services | a. Qualitative statements  
  b. Decrease in unplanned IT outages  
  b. New IT system in place and functioning to set specifications by agreed timeframes |
| To nurture our people to help them be courageous and their best | a. Employee engagement  
  b. Diversity across the workforce | a. Staff satisfaction score  
  a. Ensure gender parity and diversity in Senior Leadership and Director roles. Parity at AO6 to AO8 roles (excluding building inspectors)  
  b. Qualitative statements |
| Be a financially sustainable organisation | a. A strong net asset position for QBCC general fund  
  b. Sufficient reserves in the Queensland Home Warranty Scheme to cover expected future claims  
  c. Managing balanced budgets | All - Financial targets achieved |