



Responsive Performance Auditing

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Responsiveness and Effectiveness

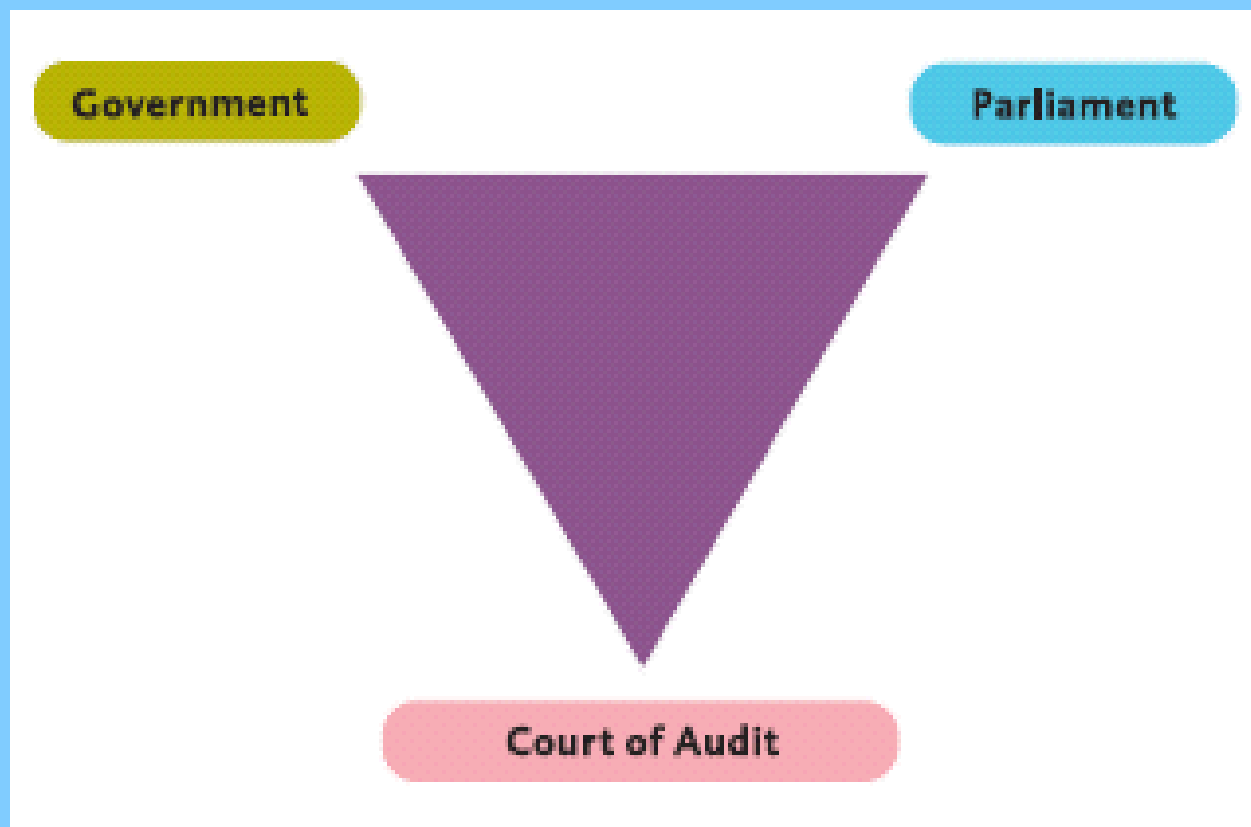
1. Know what's going on
2. Listen to your clients
3. Focus
4. Try to be part of the solution



1. Know what's going on

- Society at large (social problems):
 - Citizens
 - Environment
 - Companies
- Government (policies):
 - Decentralization
 - Performance-based Budgeting
 - Evidence-based Policy

2. Listen to your clients

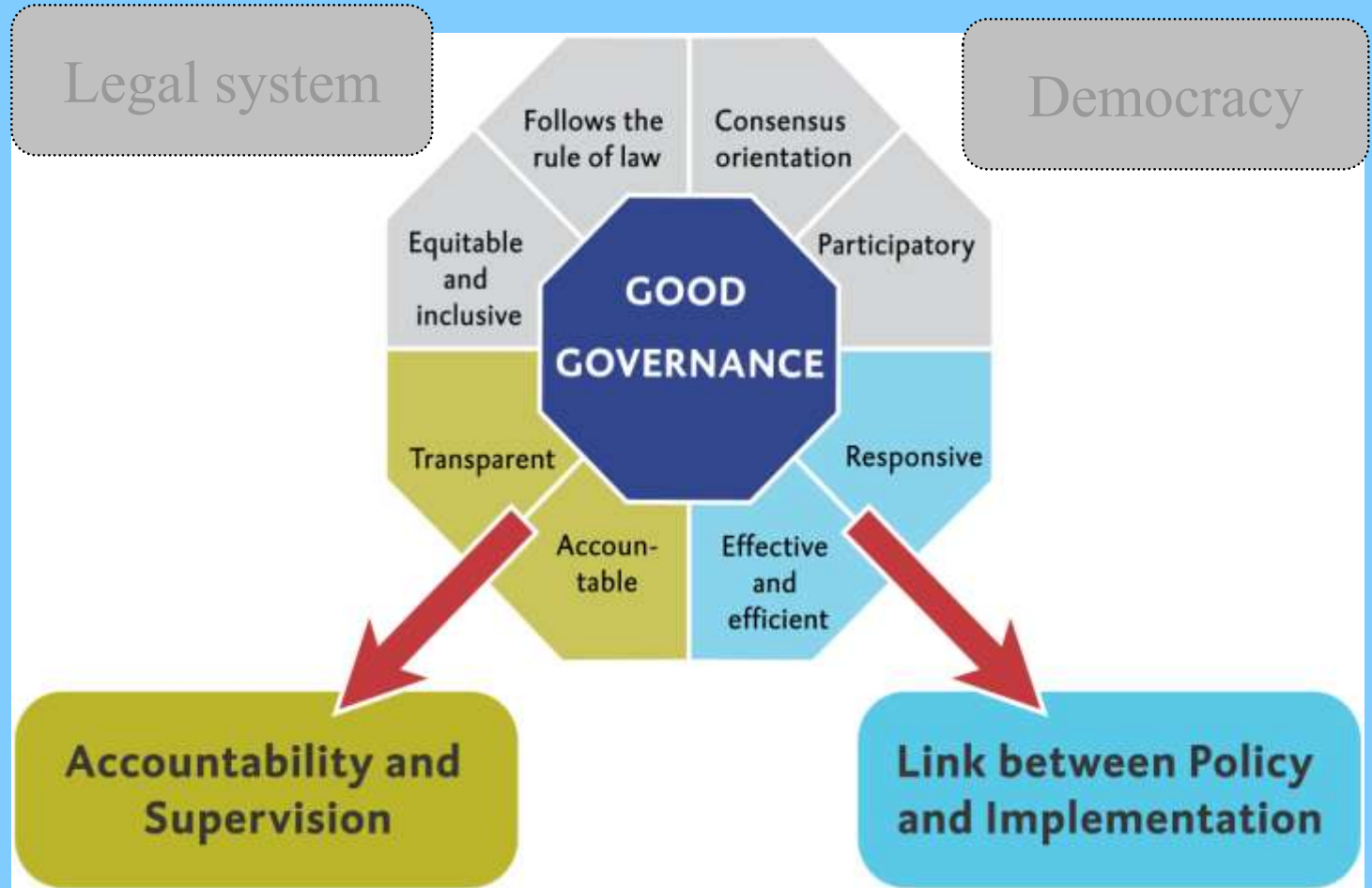


3. Focus

- **Strategic Plan:** select some of the right things
- **Focus on impacts:** citizens, environment, companies
- **Focus on explanations:** policy design and policy delivery
- **Focus your communications**



Focus: a deliberate choice



4. Part of the solution

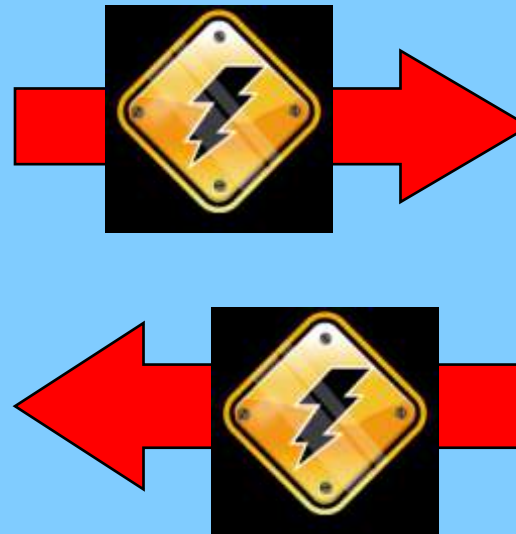
Focus on Three Gaps:

- Responsive Gap
- Policy Design Gap
- Delivery Gap

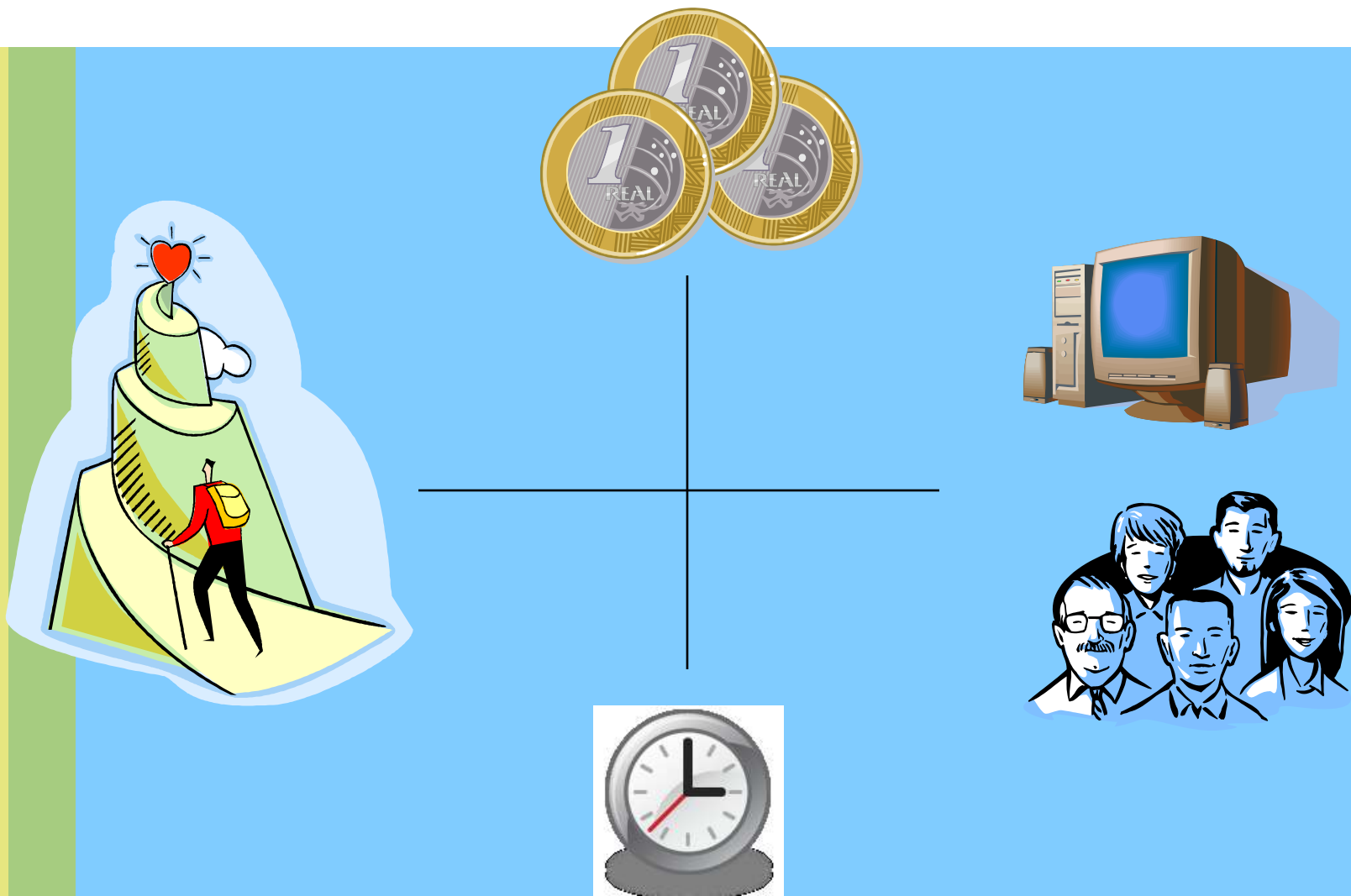




A. Responsive Gap: Impacts



B. Policy Design Gap



C. Delivery Gap

- Has the designed policy been fully implemented / delivered? In terms of:
 - Resources
 - People
 - Time



Challenges

- Identifying needs of citizens
- Develop meaningful relationships with our clients
- Where can we add most value?
- Communication of our messages, to different audiences



Auditors: do the right things *right*

