


	<b>QUALITY MANUAL</b>	DOCUMENT NO. <b>BJMP-QM-OBJ-001</b>
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Objectives	Key Performance Indicator	Minimum Standard/ Target
Provide effective and efficient safekeeping of inmates	Escape Incidence	26 escape incidents
Develop inmates potential	Percentage of inmates benefiting on IWD programs	85% of beneficiary targets achieved per program
Deliver quality services	Timeliness of service (standard vs. actual) Customer satisfaction rating	80% achieved Average of 4
Optimize resources	Utilization of budget rate	90%
Maintain and improve the database on jail infrastructure and inmate profile	Percentage completeness of the database  Programmed vs. actual	90%  80% of programmed maintenance and improvement of database
Develop highly skilled and competent BJMP personnel	Percentage of uniformed personnel provided programmed mandatory training  Percentage of competency gaps addressed	75% of uniformed personnel provided programmed mandatory training  75%
Provide a suitable work environment and logistical resources	Percent of environment and logistical-related incident	0%
Continually improve processes and systems	Automation of process  Percentage decrease of escape incident from previous year	One process  5% decrease

The BJMP has clear and comprehensive statements of objectives in undertaking its legal mandate, which includes the explicit adoption of the norms, standards, and principles captured in the UN conventions/treaties and instruments.

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