

### 10.1 About this Part

This part describes:

- [The types of performance statistics](#) recorded by the CLI Unit and the process for recording them
- [CLI audits](#) and the process for conducting audits of CLI files.

### 10.2 Performance Statistics

Performance statistics are collected at six-monthly intervals during off-peak periods (usually during the months of July and January).

The statistics provide a basis for:

- measuring the administrative efficiency and performance of the CLI Unit;
- observing performance trends over a period of time;
- identifying administrative bottlenecks in the AOC and CLI processes; and
- managing CLI performance.

The key performance indicators are as follows:

- delays (in days) in securing CLI compliance of new carriers;
- the period (in days) that carriers are not covered by a Certificate of Compliance when their insurance policies fall due for renewal;
- the delays (in days) experienced by the CLI Unit in receiving copies of new AOCs from RSD and Airline Operations Branch; and
- the period (in days) that carriers do not have adequate insurance cover in place following changes to their AOCs or operating approvals.

#### 10.2.1 Recording Performance Statistics

CLI staff should record performance statistics at no less than six-monthly intervals.

Performance statistics are to be recorded on:

- a computer spreadsheet (stored on the CLI Y: drive); and
- a CLI Performance and Audit Check Sheet which is to be placed on each carrier's file.

### 10.3 CLI Audits

CLI staff should carry out an audit of all CLI files at six monthly intervals to ensure that every carrier that has an obligation under CLI legislation, holds a current Certificate of [Insurance] Compliance.

Audits should be carried out in conjunction with the collection of CLI performance statistics during off-peak periods (usually during the months of July and January).

Audit results are to be recorded on:

- a computer spreadsheet (stored on the CLI Y: drive); and
- [CLI Performance and Audit Checklist \(form 1077\)](#) which is to be placed on each carrier's file.

#### 10.3.1 Reporting Findings of CLI Audit

Performance statistics and Audit results should be summarised in a report and presented to ME&I through the Senior Assessor, Carriers' Liability Compliance.