Quality reporting and monitoring tools for performance assessment of EMSC members in relation to ITMATT – EMS SMART

EMS workshop – Electronic advance data readiness
13 April 2021, Via Zoom

SMART
(Simple Monitoring And Reporting Tool)

web link: www.emssmart.post

- Tool which allows for continual performance monitoring, as well as access to EMS Cooperative reports and diagnostic flat files

- Belongs to the EMS Cooperative

- Tailor-made for the EMS Cooperative

- Access is free of charge for all EMS Cooperative members

- Connected to the EMS Operational Guide

Modules

- Monitoring hub

- Reporting hub

- Tracking

- Education hub

Monitoring Hub

Monitoring hub shows performance results for the last 15 months or the last 45 days

Types of indicators shown include:
- Service performance:
    - Delivery performance
    - **Transport performance**
    - Export performance
    - End-to-end performance
- Data quality:
    - Timeliness to return tracking information
    - Ratios
    - M40 evaluation
- Service information:
    - **ITMATT vs EMC**
    - Pay-for-Performance
    - Other indicators

Monitoring Hub

- For each section accessed, there are options of how to view the data:
  - Number results
  - Percentage results
  - Line chart

- For each performance indicator, you can drill down to the level of performance by partner country

DEMONSTRATION

Thank you