API pioneered the use of Key Performance Questions (KPQs), which Durham Constabulary's Head of Performance and Analysis finds "hugely powerful," as a method for better ensuring that measurements are tightly tied to strategic objectives. Consider the aim 'Tackle Criminality' as an example of how KPQs might aid in the conversion of strategic objectives to KPIs within Durham Constabulary. This is supported by three KPQs, including “How well do we prevent people from becoming criminals” which is answered through a KPI that measures the 'number of first-time entrants as a percentage of all persons arrested,' as well as KPIs on reoffending rates and the percentage of the population who are offenders. The mission 'Create a Citizen Focus' is another example. One of the three supporting KPQs is "how successfully are personnel concentrating on[community] needs." A survey-based KPI that questions ‘how confident are you in your local police force?' and “percentage of people who believe they can influence what concerns the Police prioritise in [their] neighbourhood” provides the answers.

KPQs of, "How far are we profiling our demand?" and "Are we anticipating our demand?", the KPIs "number and type of calls and incidents (trends)" and "response time by type of incident" back up this assertion. KPQs of, "To what extent do we have open and honest communication?", "How well do people understand the strategy goals and objectives?"  and "How do we deal with poor behaviour and attendance?" recognised KPIs are Staff Feedback 'Strong Leadership' – measured, among other metrics.

References:

* <https://docplayer.net/3129124-Management-case-study-performance-management-analytics-and-business-intelligence-best-practice-insights-from-the-police.html>
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