



U.S. Consumer Product Safety Commission  
Office of Inspector General  
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## **CPSC OIG Issues Audit Report on Office of Communications Management**

BETHESDA – Today the U.S. Consumer Product Safety Commission (CPSC) Office of Inspector General (OIG) issued an audit report on the CPSC's Office of Communications Management's (OCM) strategic goals process. OCM is responsible for the CPSC's fourth strategic goal outlined in the agency's strategic plan: *Communicate useful information quickly and effectively to better inform decisions*.

The OIG reviewed the Key Performance Measure Actual Results reported in the Annual Performance Reports for fiscal years 2018 and 2019. The OIG verified the numbers reported against the supporting documentation provided by OCM and assessed the internal controls over the reporting process.

The OIG found no indication that message effectiveness was evaluated. We noted that key performance measures focused on quantifying the numbers of communications made and the number of days required to complete tasks. Less emphasis was placed on reporting on and analyzing the quality and reach of OCM's messaging, and whether the messaging reached the consumers that would most benefit from it.

While the OIG noted that OCM met or exceeded their key performance measure targets, we identified several findings indicating that the program could be improved. Standard operating procedures developed to track the key performance measures within OCM were inadequate and in some cases outdated. Further, there was a lack of sufficient communication within OCM and documentation of decision making; as well as issues with data confidentiality, integrity, accessibility, and reporting.

The OIG is an independent office within the CPSC that performs audits and investigations of the CPSC, and prevents and detects fraud, waste and abuse. For more information, visit [www.CPSC.gov/OIG](http://www.CPSC.gov/OIG).

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