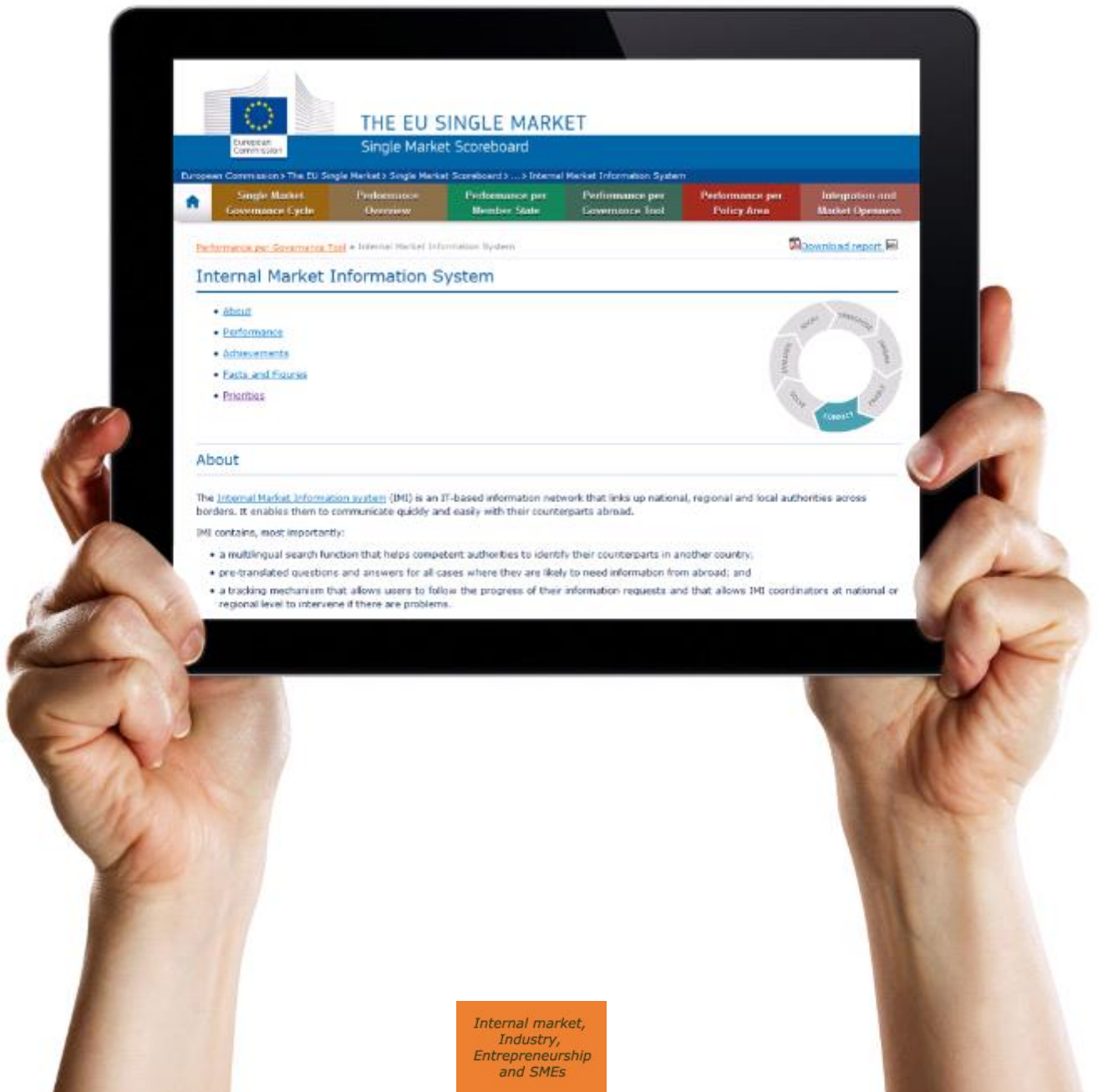


Single Market Scoreboard

Performance per governance tool

Internal Market Information System

(Reporting period: 01/2015 - 12/2015)



About

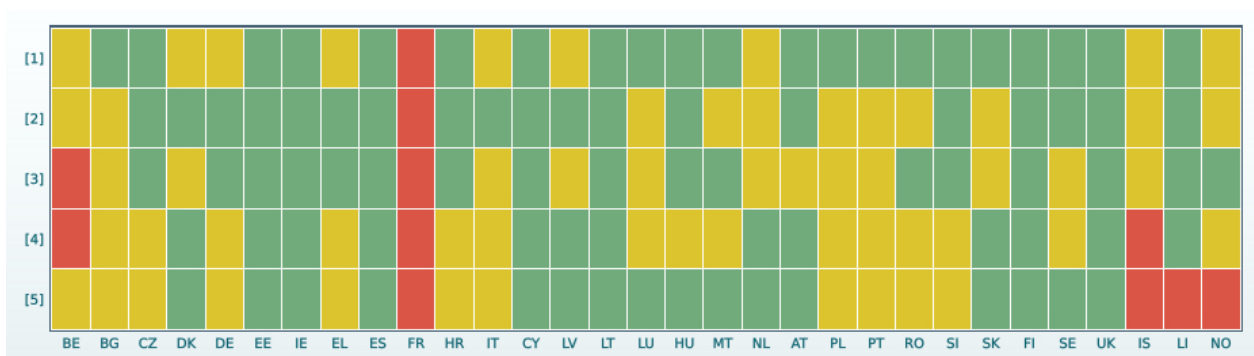
The Internal Market Information system (IMI) is an IT-based information network that links up national, regional and local authorities across borders. It enables them to communicate quickly and easily with their counterparts abroad.

IMI's main features are:

- a multilingual search function that helps competent authorities identify their counterparts in another country
- pre-translated questions and answers for all cases where they are likely to need information from abroad
- a tracking mechanism allowing users to follow the progress of their information requests and that enabling IMI coordinators at national or regional level to intervene if there are problems.

Performance

1. by indicator



[1]	Speed in accepting requests (% accepted within 7 days)	≥ 80	60 - 79	< 60
[2]	Speed in answering requests (avg. no. of days taken to answer)	< 16	16 - 25	> 25
[3]	Requests answered by the date agreed in IMI (%)	≥ 80	60 - 79	< 60
[4]	Timeliness of replies as rated by counterparts (% of negative evaluations)	< 5	5 - 14	≥ 15
[5]	Efforts made as rated by counterparts (% of negative evaluations)	< 5	5 - 14	≥ 15

1. overall (all 5 indicators combined)



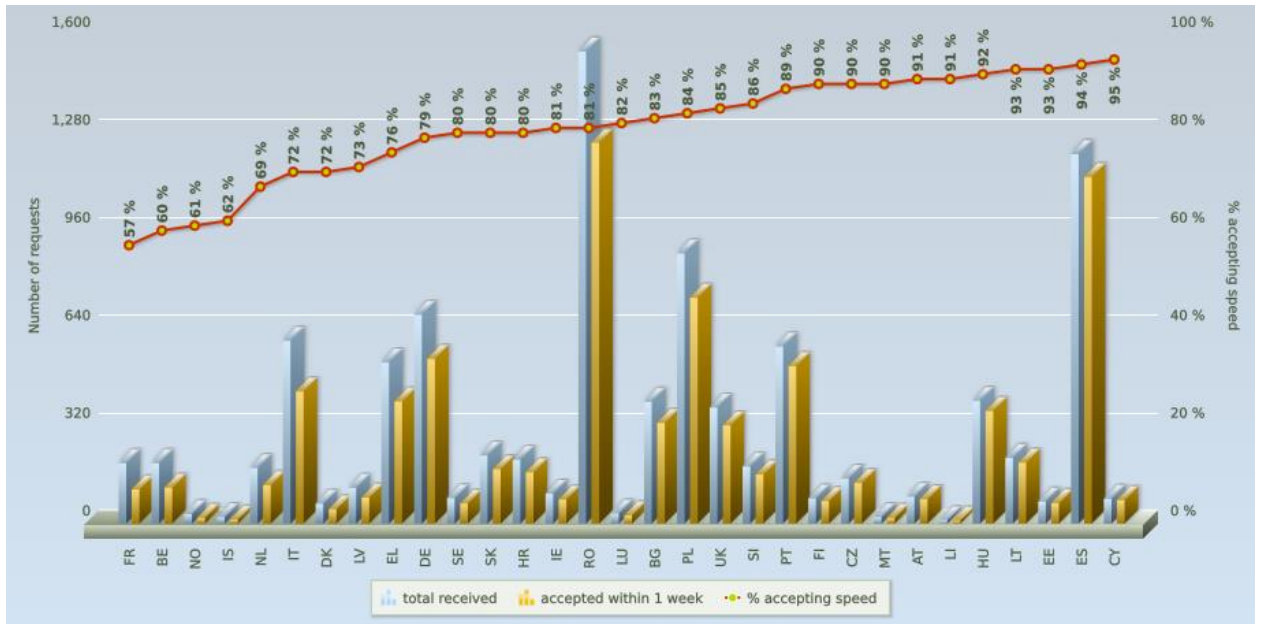
A Member State's **performance across all 5 indicators** is calculated by scoring each indicator in chart 1 as follows:

RED = -1, YELLOW = 0 and GREEN = +1.

The colours on the map represent the **sum of these scores**:

2 or higher = above average -1, 0 or 1 = average -2 or lower = below average

Indicator [1]: Speed in accepting incoming requests (within one week)



Indicator [2]: Speed in answering requests

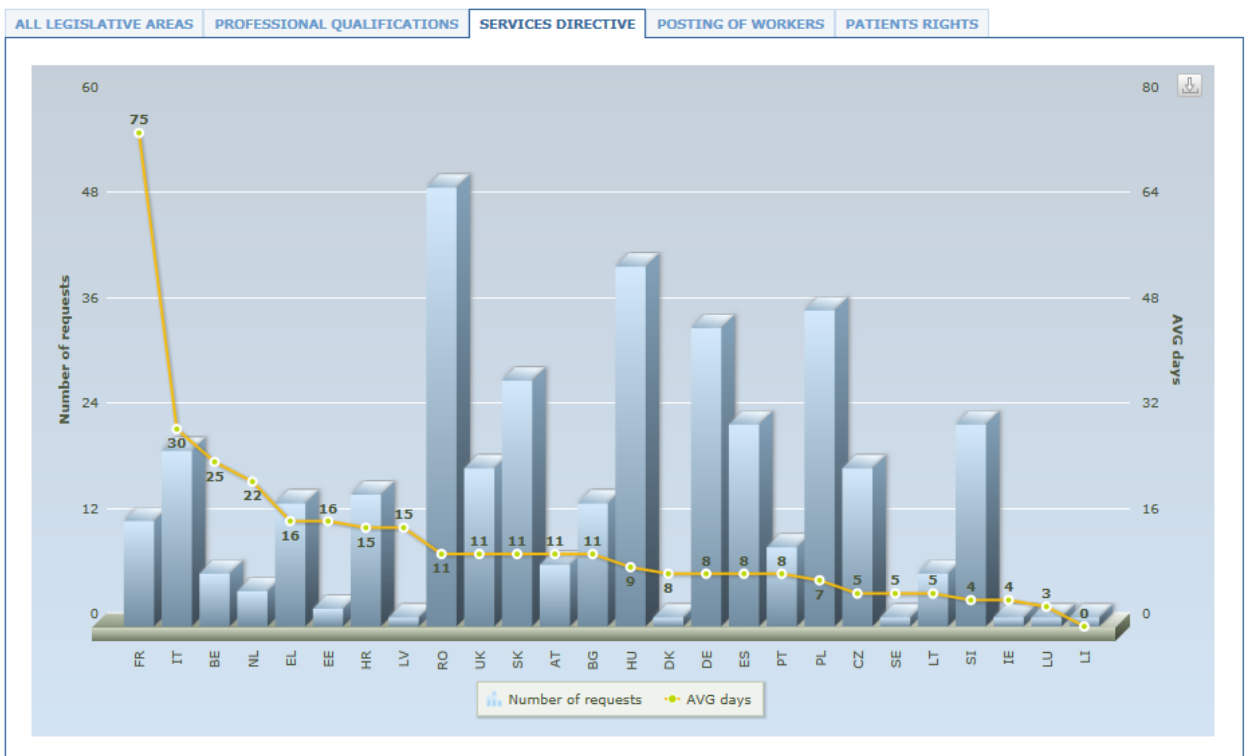
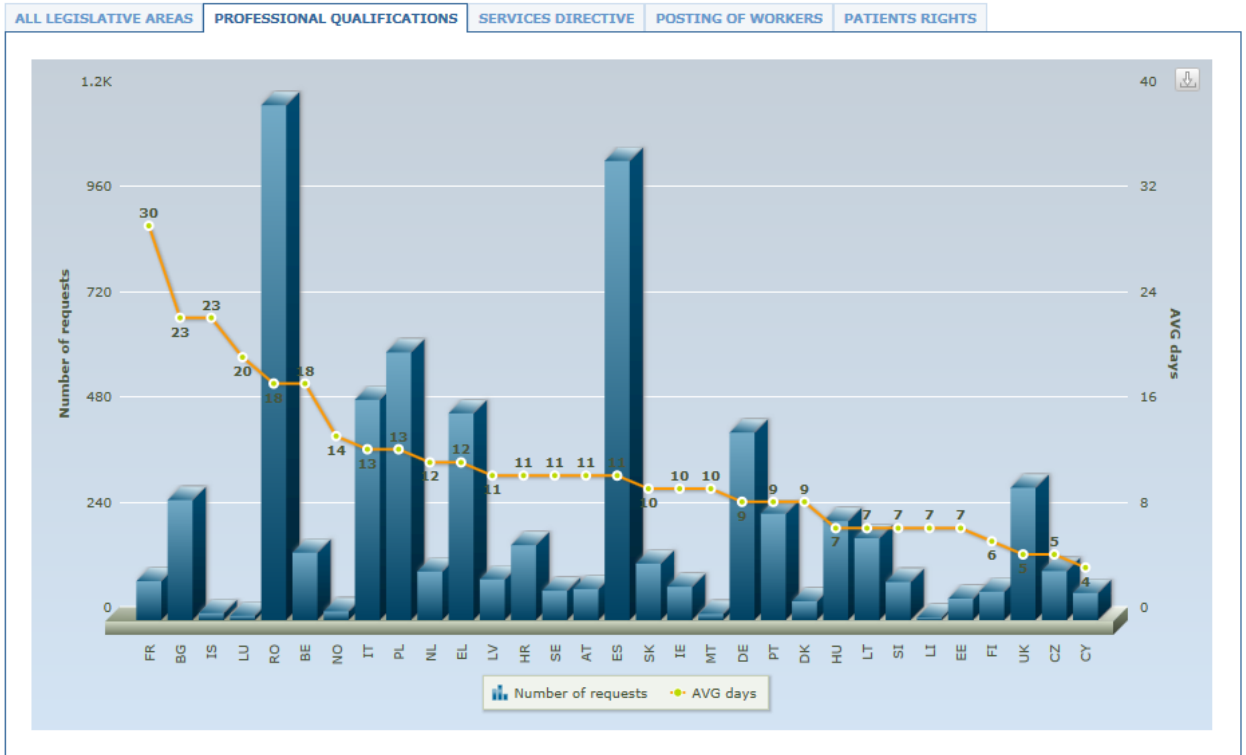


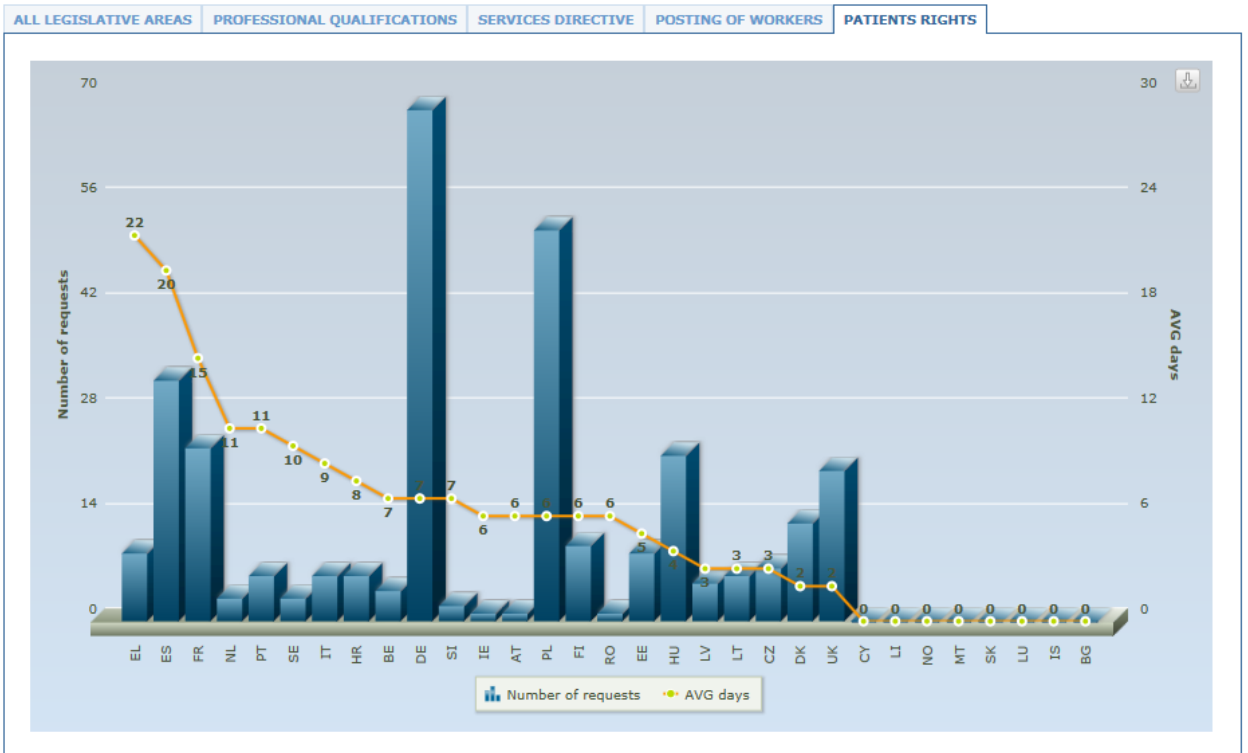
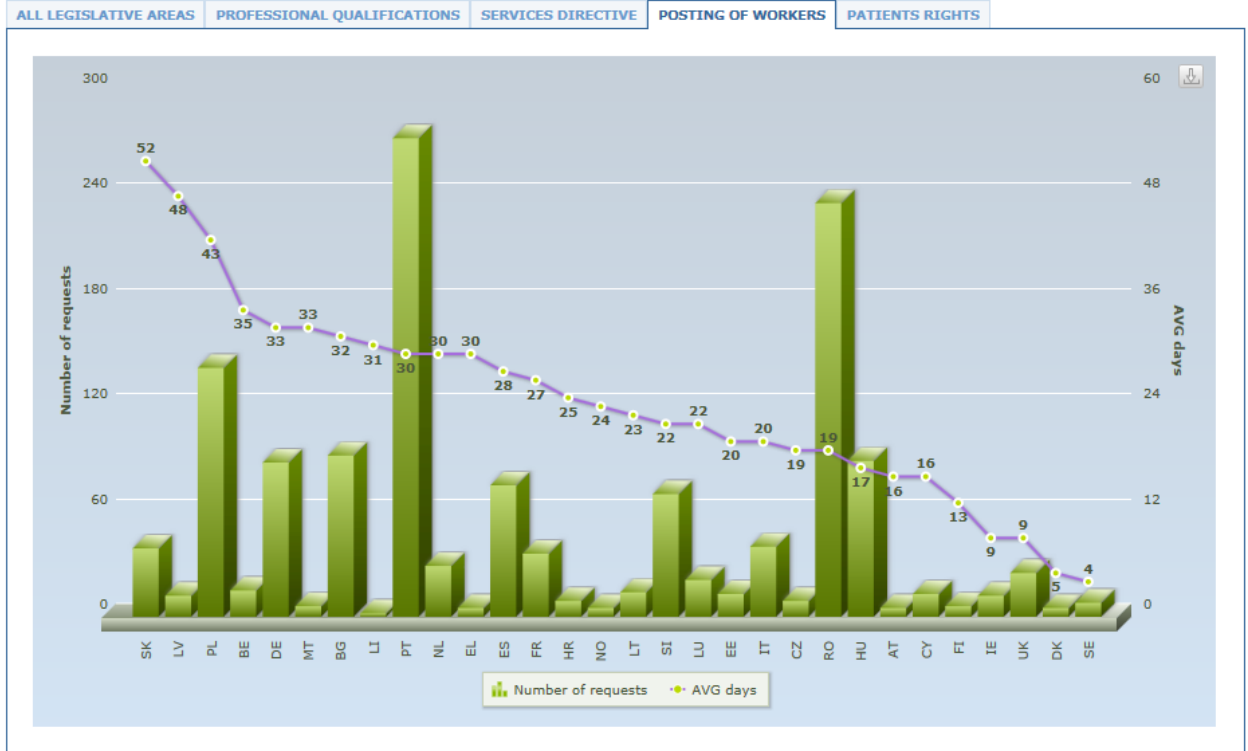
This chart shows, for all areas:

- **total information requests** received by authorities
- average number of **days taken to reply**

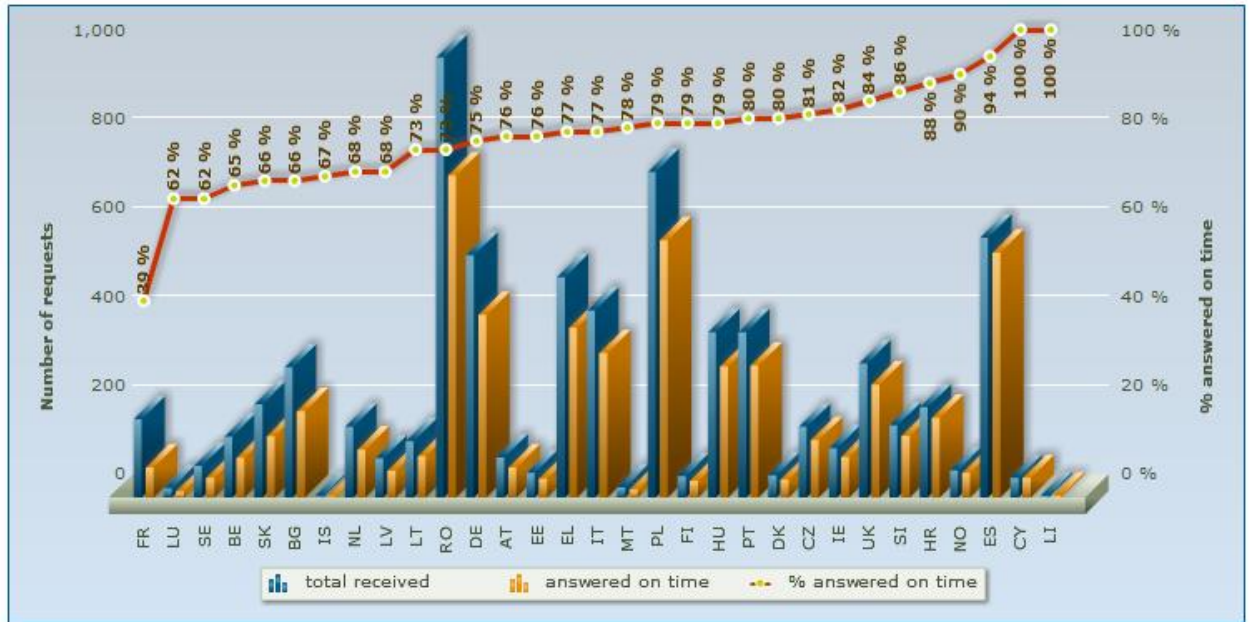
To see the figures on individual areas:

- Professional qualifications
- Service Directive
- Posting of workers
- Patients' rights



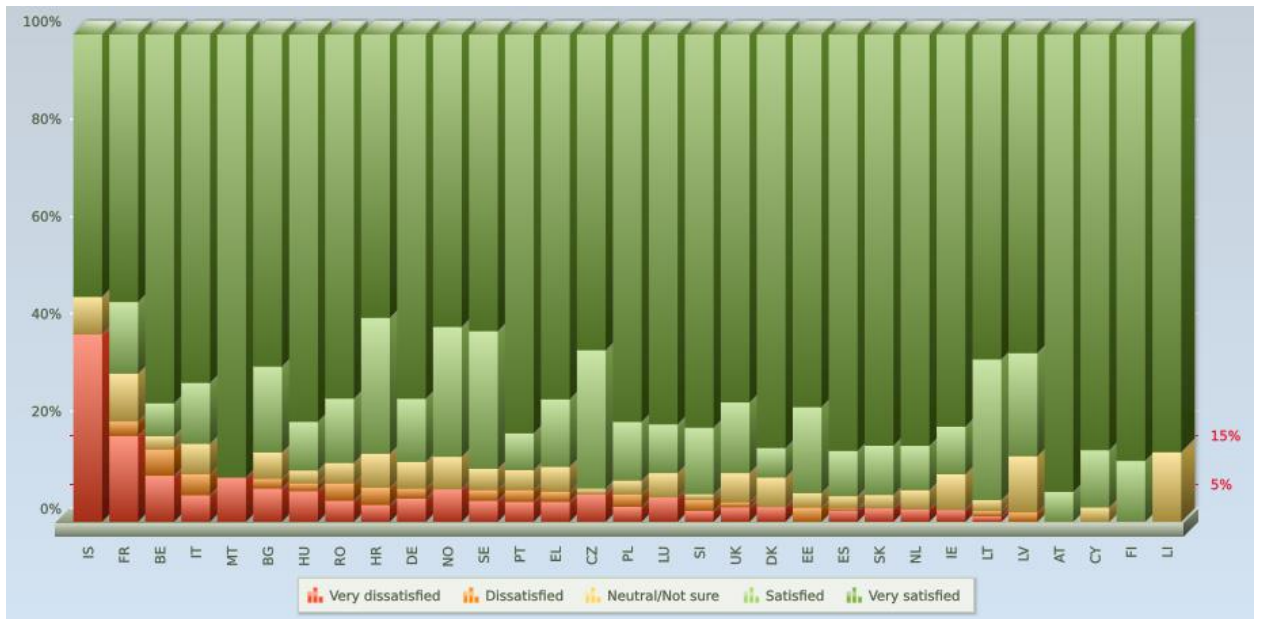


Indicator [3]: Requests answered by the date agreed in IMI

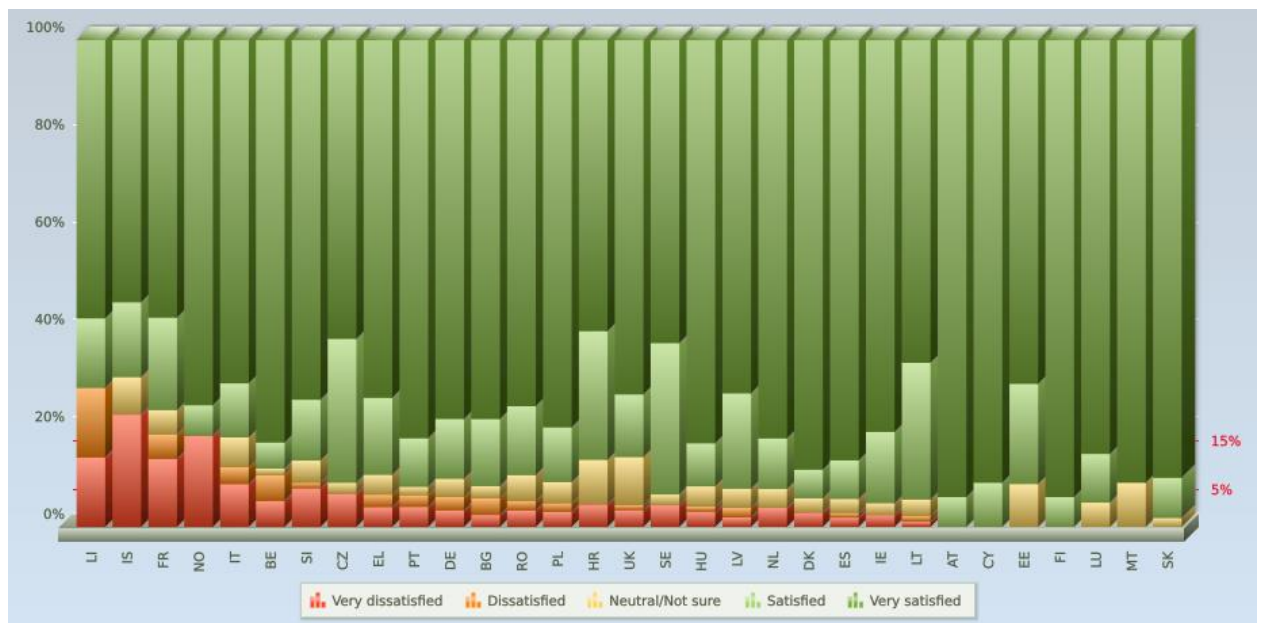


When sending a request, the authority gives the date by which it needs an answer. The replying authority can either accept this date or propose a new one.

Indicator [4]: Timeliness of replies (as rated by counterparts)



Figures based on an optional survey completed by the sender.

Indicator [5]: Efforts made (as rated by counterparts)

Figures based on an optional survey completed by the sender.

For more statistics, see the [IMI website](#).

Achievements

2015 was another year of expansion and improvement:

- A new policy area was added for checking information and documentation provided by companies from other European countries in the context of **public procurement** tenders.
- IMI was extended to allow Member States to **notify their requirements for the recognition of professional qualifications** in the context of applications for a European Professional Card (EPC).
- A **public interface** was developed for **professionals**, allowing them to submit and follow up applications for the **EPC** which became available from January 2016. The EPC is the first EU-wide online procedure.
- **Further development now enables authorities to process EPC applications and issue EPC certificates through IMI.**
- The timely launch of new IMI modules to support the alert mechanism (introduced with the revision of the Professional Qualifications directive) was made possible through additional development.

In which areas is IMI now used?

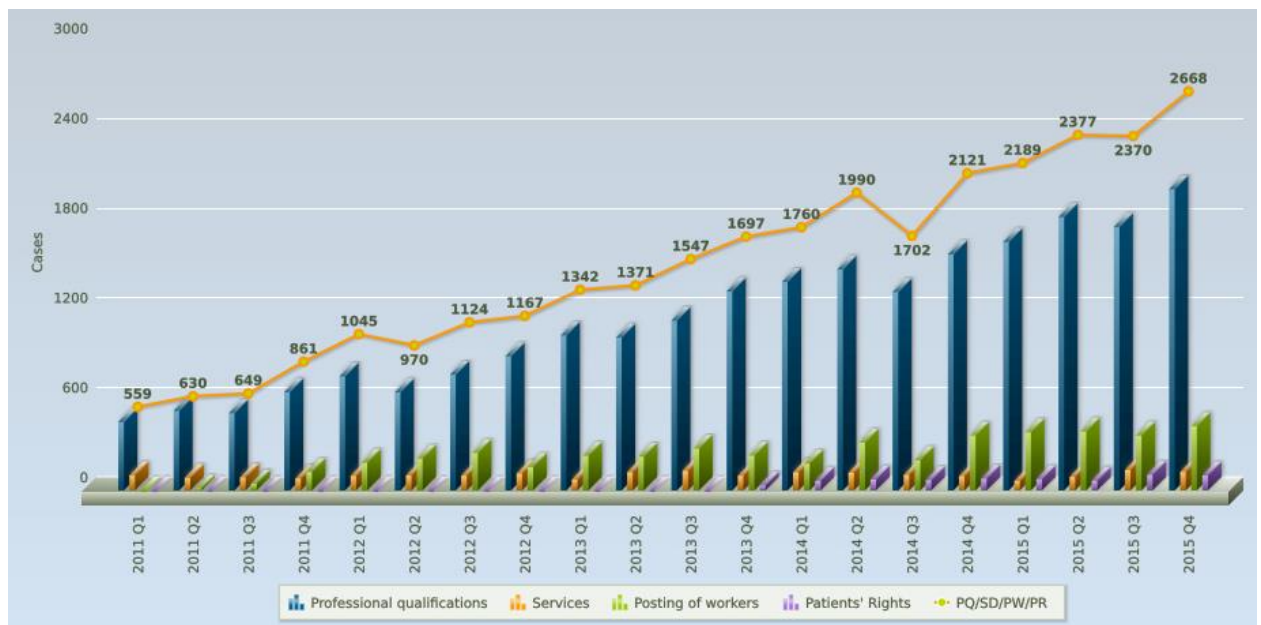
IMI now covers eight areas:

- [Professional Qualifications](#)
- [Services](#)
- [Posted Workers](#) (pilot project)
- [Cross-border road transport of euro cash](#)
- [SOLVIT](#)
- [Patients' Rights in cross-border healthcare](#)
- [E-commerce](#) (pilot project)
- [Train Driving Licences](#) (pilot project)

Facts and Figures

- **Registered authorities: 7 112**
- **Information requests – up 27% on last year.**
- The **total number of information requests** sent through IMI reached **34 065**.
- In the course of the year **578 notifications were sent** through IMI:
 - 294 on requirements applied to service providers
 - 156 on national requirements for issuing a European Professional Card
 - 121 about automatically recognised diplomas
 - 6 on measures taken against e-commerce service providers
- For the IMI modules concerning **train driving licences and patients' rights** an extremely good **speed in answering requests** was recorded with an average of **less than 4 days**.
- The EU average for all 5 scoreboard indicators shows an **improved performance in 2015**.

Number of exchanges of information through IMI



Priorities

Commission:

- Continued **expansion of IMI** to cover:
 - The [European Professional Card](#) from January 2016.
 - Alerts in the area of Professional Qualifications from January 2016.

- Notification and recovery of administrative penalties and fines relating to Posting of workers.
- Continued **technical and usability improvements** for IMI
- Efficient user support to consolidate the use of IMI modules

For more figures, see the [IMI website](#).