

Economic Inspectorate target selection

Data driven target selection

FPS Economic Inspectorate Belgium

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Introduction to APS

Data driven target selection

Introduction to APS

- Analyse
 - Internal data
 - External data
- Prioritise
 - Automated selection to define targets
- Strategise
 - Business Intelligence to create a strategic overview of FPS Economic Inspectorate activities



Business Intelligence

Execution and Reporting

- Microsoft Dynamics

Business Intelligence

- SAS
- PowerBI

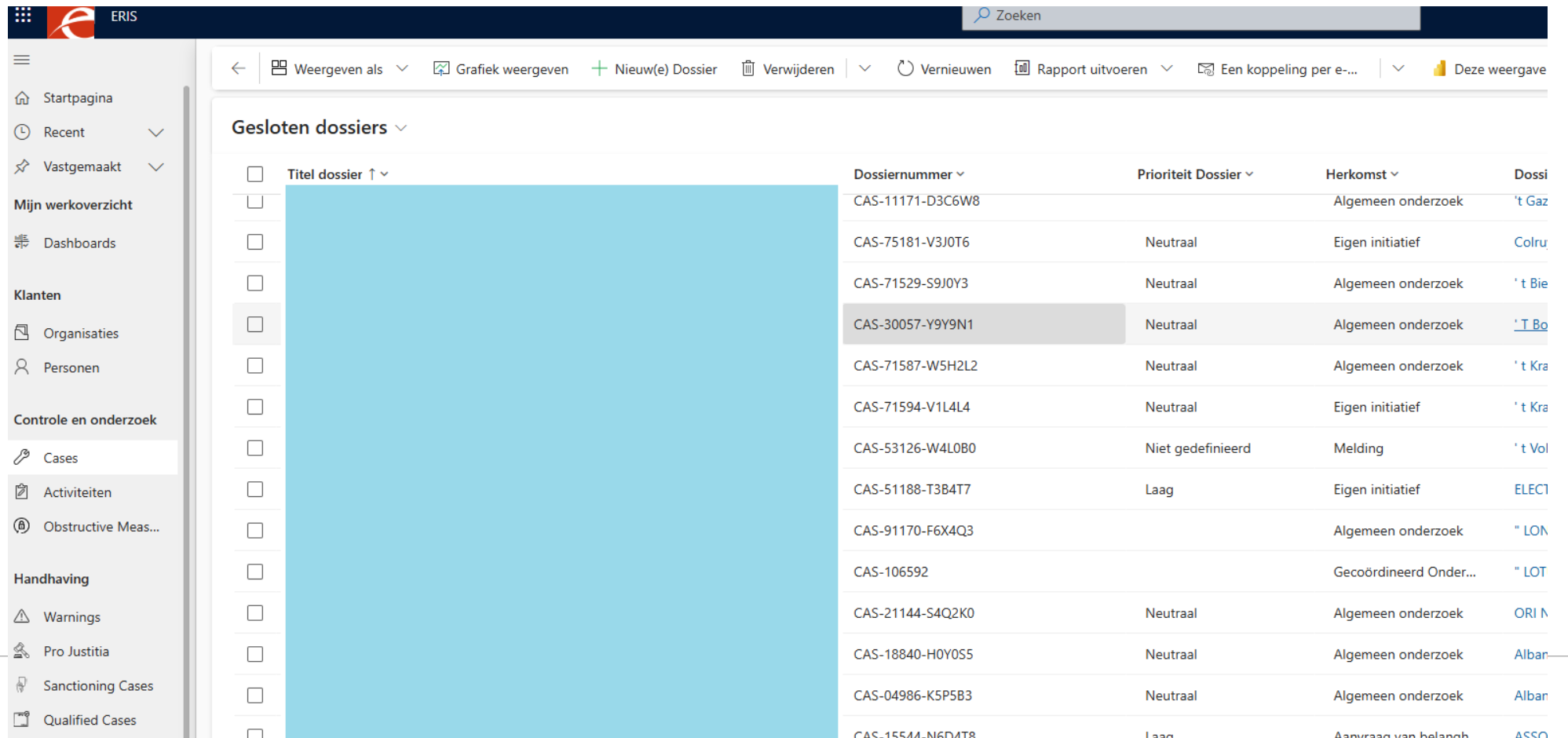
Data Quality

- SAS
- PowerBI



Business Intelligence

- Case management system in Microsoft Dynamics



<input type="checkbox"/>	Titel dossier ↑	Dossiernummer	Prioriteit Dossier	Herkomst	Dossi
<input type="checkbox"/>		CAS-11171-D3C6W8		Algemeen onderzoek	't Gaz
<input type="checkbox"/>		CAS-75181-V3J0T6	Neutraal	Eigen initiatief	Colru
<input type="checkbox"/>		CAS-71529-S9J0Y3	Neutraal	Algemeen onderzoek	't Bie
<input type="checkbox"/>		CAS-30057-Y9Y9N1	Neutraal	Algemeen onderzoek	'T Bo
<input type="checkbox"/>		CAS-71587-W5H2L2	Neutraal	Algemeen onderzoek	't Kra
<input type="checkbox"/>		CAS-71594-V1L4L4	Neutraal	Eigen initiatief	't Kra
<input type="checkbox"/>		CAS-53126-W4L0B0	Niet gedefinieerd	Melding	't Vol
<input type="checkbox"/>		CAS-51188-T3B4T7	Laag	Eigen initiatief	ELECT
<input type="checkbox"/>		CAS-91170-F6X4Q3		Algemeen onderzoek	" LON
<input type="checkbox"/>		CAS-106592		Gecoördineerd Onder...	" LOT
<input type="checkbox"/>		CAS-21144-S4Q2K0	Neutraal	Algemeen onderzoek	ORI N
<input type="checkbox"/>		CAS-18840-H0Y0S5	Neutraal	Algemeen onderzoek	Albar
<input type="checkbox"/>		CAS-04986-K5P5B3	Neutraal	Algemeen onderzoek	Albar
<input type="checkbox"/>		CAS-15544-N6D4T8	Laag	Aanvraag van belangh	ASSO

Business Intelligence

- Case management system in Microsoft Dynamics

The screenshot displays the Microsoft Dynamics 365 Case Management interface. At the top, a navigation bar shows the case status as 'Niet-opgeslagen' (Not saved) and includes filters for 'NL Taal', 'Laag Prioriteit Dossier', and 'Probleem op Reden van stat'. Below this, a progress bar indicates the case is in the 'In Uitvoering' (In Progress) stage, with previous stages 'Creatie Dossier' and 'Behandeld' also visible.

The main content area is divided into several sections:

- Samenvatting** (Summary): Includes 'Wetgeving', 'Kwalificatie', 'Waarschuwing & Proces-verbaal', 'KBO Rapport', 'Connecties & Relaties', 'Aanvullende details', 'Documenten', and 'Gerelateerd'.
- asisgegevens dossier** (Case Information): Fields include 'dossier nummer' (CAS-51188-T3B4T7), 'titel dossier', 'operationele titel' (algemene controle), 'dossier lastens', 'ondernemingsnummer', and 'nummer vestigingseenheid'.
- CONTROLE** (Control): Shows the case title 'Ei - A bis' and a 'Timeline' section with a search bar 'Zoeken in tijdlijn' and an input field 'Een notitie invoeren...'. A 'Recent' section is also visible.
- Klantdetails** (Client Details): Fields include 'Handelsnaam', 'Ondernemingsnummer', 'Straat', 'Nummer' (5), 'Bus', 'Postcode', 'Plaats', and 'Land'.

At the bottom, a 'Filtering' sidebar is open, showing options for 'Warnings', 'Pro Justitia', 'Sanctioning Cases', and 'Qualified Cases'. A table of related cases is partially visible at the bottom right:

CAS-21144-S4Q2K0	Neutraal	Algemeen onderzoek	ORI N
CAS-18840-H0Y0S5	Neutraal	Algemeen onderzoek	Albar
CAS-04986-K5P5B3	Neutraal	Algemeen onderzoek	Albar
CAS-15544-N6D4T8	Laag	Aanvraag van belang	ASSO

Business Intelligence

- GIGO
- Data should be of sufficient quality

Name Business unit

Created on

De data quality update niet automatisch.
Aanpassingen die je gedaan hebt worden
dus niet onmiddellijk zichtbaar!

De laatste update was 07/01/2026.

Anomaly	Number of elements
No inquiry activities in case	48
no activity in case last 4 months	1
Total	49

Type	Case number	Counterparty	Anomaly	Direction	Case state
Case	CAS-101474		No inquiry activities in case	COC	Closed
Case	CAS-101487		No inquiry activities in case	COC	Closed
Case	CAS-101492		No inquiry activities in case	COC	Closed



BI

- Reporting
- Understanding the economic reality



Waarschuwingen

5322

Aantal cases met overtreden wetsbepalingen

6805

PV's

1785

Controles per onderwerp



Methods of Target Selection

Data driven target selection

Different methods to choose target for investigation

Own Initiative

- Inspectors use expert knowledge to go out in the field

Consumer Notification

- Civilian have a possibility to notify perceived infractions

Organised Enquiries

- A group of cases with a similar topic
- Companies within the same sector

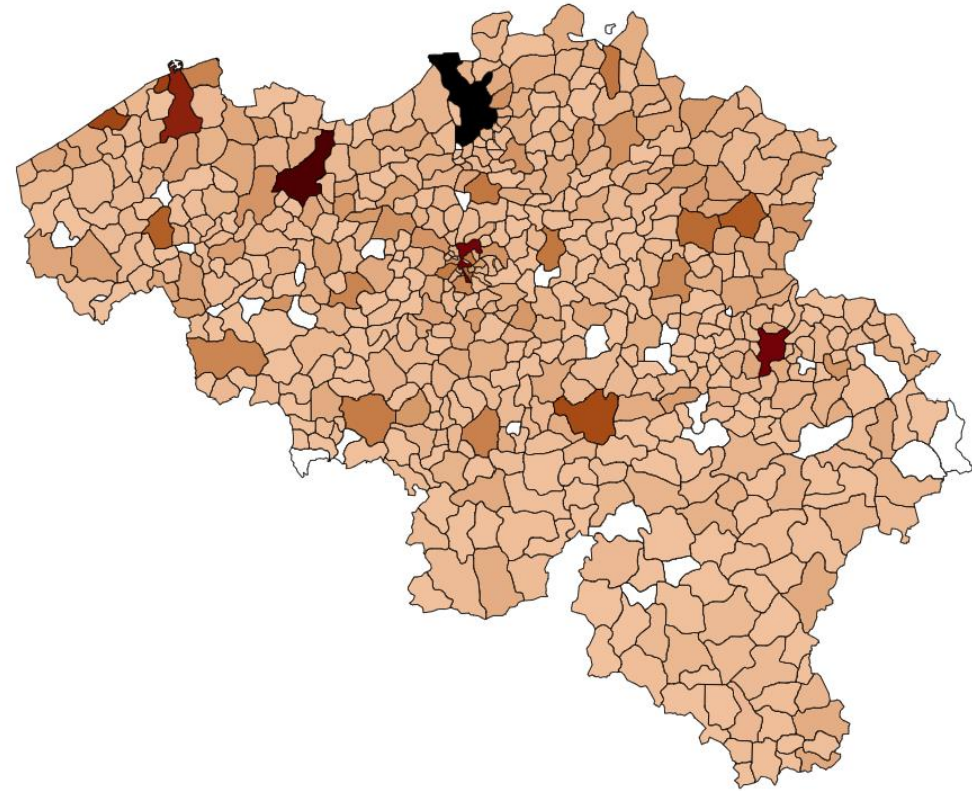


Own Initiative

Data driven target selection

Own Initiative

- Agents are focused on
 - Region
 - Topic of interest
- Possibility to create expertise



Own Initiative – focus region

- Extract knowledge from a central datacenter
- KBO in Belgium
- Information of all economic activities in Belgium through Nacebel



Own Initiative – focus on region

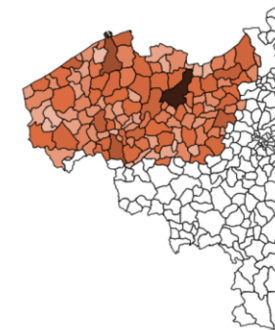
- Make it accessible for our agents

Type	Nr. BCE / KBO-nr.	Nom du SS / Naam MZ	Début / Start	Code postal / Postcode	Municipalité / Gemeente	Rue / Straat
SS/MZ	1031043286	[REDACTED]	1/4/2026	9970	Kaprijke	Voorstraat
UE/VE	2379947656	[REDACTED]	1/4/2026	9060	Zelzate	Koning Albertlaan
UE/VE	2380783143	[REDACTED]	1/4/2026	9990	Maldegem	Katsweg
UE/VE	2381934770	[REDACTED]	1/4/2026	9991	Maldegem	Spanjaardshoek
UE/VE	2382162721	[REDACTED]	1/4/2026	9970	Kaprijke	Voorstraat
UE/VE	2382459758	[REDACTED]	1/4/2026	9990	Maldegem	Haringrokerij
UE/VE	2382564280	[REDACTED]	1/4/2026	9200	Dendermonde	Noordlaan (DEN)
SS/MZ	1027619384	[REDACTED]	1/3/2026	9940	Evergem	Veldeken
SS/MZ	1028153577	[REDACTED]	1/3/2026	9990	Maldegem	Kleine Warmestraat

Entreprises / Ondernemingen

Nr. BCE / KBO-nr.	Nom du SS / Naam MZ	Rechtsvorm
202239951	[REDACTED]	Naamloze vennootschap (Publi
203201340	[REDACTED]	Naamloze vennootschap
203430576	[REDACTED]	Naamloze vennootschap (Publi
205097392	[REDACTED]	Naamloze vennootschap (Publi
207559115	[REDACTED]	Autonom Gemeentebedrijf
214596464	[REDACTED]	Naamloze vennootschap (Publi
218843678	[REDACTED]	Naamloze vennootschap (Publi
223967357	[REDACTED]	Naamloze vennootschap (Publi
244142664	[REDACTED]	Naamloze vennootschap (Publi
244195916	[REDACTED]	Naamloze vennootschap (Publi
249015112	[REDACTED]	Andere Rechtsvormen

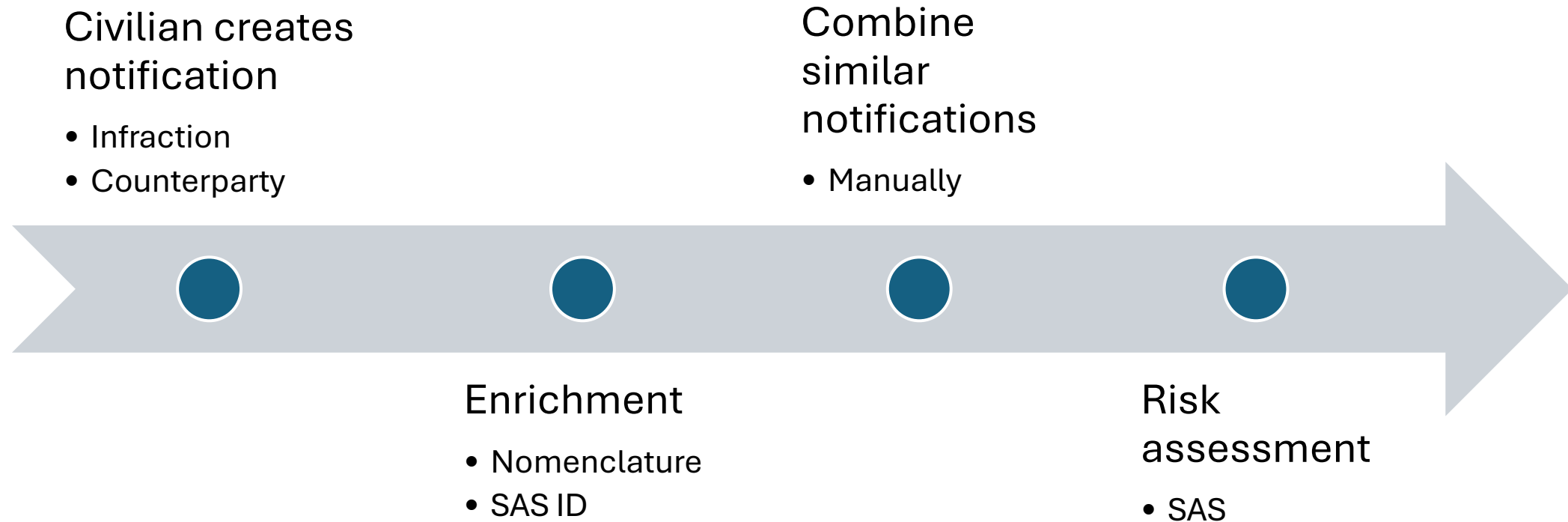
Adresses par municipalit 



Consumer Notification

Data driven target selection

Consumer Notification



Consumer Notification

- Perceived infractions
- “Meldpunt” since 2016
- “ConsumerConnect” since 2024



Consumer Notification



Choose a theme

Click on the theme that most closely matches your issue. You can go back at any time to choose another theme.

Commercial pressure & contractual imbalance

Agricultural and food supply chain

Advertising & Prospecting (Sales Techniques)

Online sales & parcel delivery

Invoices & payments

Financial services & insurance

Fraud & Scams

Consumer Notification

1. Your report

2. Your information

3. The opposing party

4. Attachments &



Ch

Click c

1. Your report

The appropriate departments will analyse your report and may investigate it. This may result in you **use another theme.**
will not take action in your individual dispute and will not provide information about the investiga

* What does your report concern?

Energy

* Make your selection from the list

Gas/electricity bill

* Choose from the list

Energy & Telecom: Issue before or during contract signing (customer acquisition)

* Specify the type of service(s) (energy or telecom)

Telecom (Internet, television, mobile phone, landline phone etc.)

* Specify the product or service (telecom)

Internet

* Describe the problem (energy/telecom recruitment)

Inappropriate telephone sales (aggressive)

* Are you signed up to the "Don't Call Me Again" list?

No

Type

Com
imbr

Onli

Advertising & Prospecting (Sales
Techniques)

Financial services & insurance

Consumer Notification - Enrichment

- Enrichment through SAS ID
- In house classification systems
- Nacebel
- Ecoicop
- Phenomenon
- Salesmethod
- Publicitymethod
- Paymentmethod



Consumer Notification - Combination

- Case management system is Microsoft dynamics
- Notifications are being combined in a single case
 - **Same counterparty**
 - **Same type of phenomenon**



Consumer Notification – Risk Assessment

- Using SAS
- Business rules to assign risk assessment to cases
 - **High risk cases are assigned to agents with priority**



Organised Enquiries

Data driven target selection

Organised Enquiries

- Predetermined amount of cases
- Centered around a common denominator



Organized Enquiries

Determining the denominator

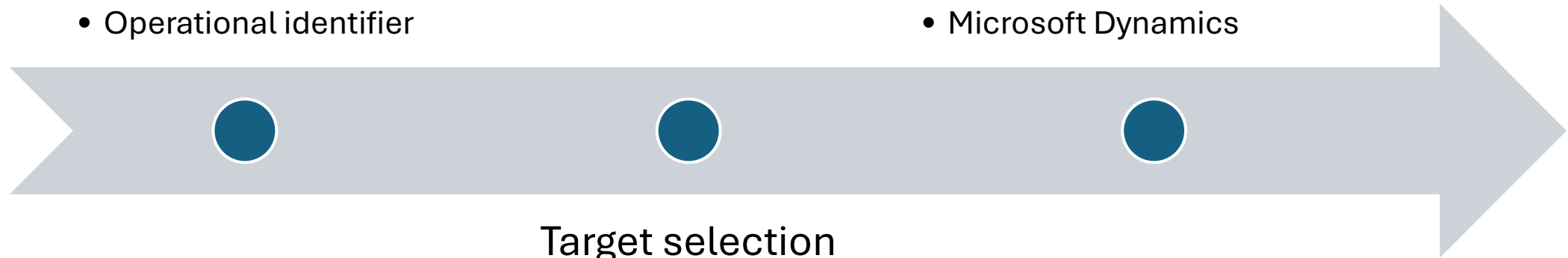
- Economic activity
- Operational identifier

Execution and Reporting

- Microsoft Dynamics

Target selection

- SAS
- Queries in KBO



Organized Enquiries

- Extract from KBO
- List of enterprises to investigate
- Further specialization with regard to case requirements
- Specific laws, ..



Organized Enquiries

- Extract from KBO
- List of enterprises to investigate
- Further specialization with regard to case requirements
- Specific laws, ..

ing) ▾	Titel NL kort (Wet) ▾	Titel NL (Onderafdeling Wet) ▾
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot wijziging KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot doorhaling KBO
	WER - Boek III - Tit. 2 - Hfst. 1 - Afdeling 3. Toekenning en gebruik van h...	Verplichte vermelding van ondernemingsnum
	Wet van 6 juli 1976 tot beteugeling van het sluiwerk met handels- of a...	Sluikwerk
	WER - Boek VI - Tit. 2 - Hfst 2 - Prijsaanduiding	Prijsaanduiding algemeen
	WER - Boek VI - Tit. 2 - Hfst 2 - Prijsaanduiding	Prijsaanduiding algemeen
	Koninklijk besluit van 30 juni 1996 betreffende de prijsaanduiding van pr...	Prijsaanduiding producten algemeen
	Koninklijk besluit van 30 juni 1996 betreffende de prijsaanduiding van pr...	Prijsaanduiding producten algemeen

Organized Enquiries

- Extract from KBO

ing) v	Titel NL kort (Wet) v	Titel NL (Onderafdeling Wet) v
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot wijziging KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot inschrijving KBO
	WER - Boek III - Tit. 2 - Hfdst. 2. Inschrijvingsplichtige ondernemingen	Verplichting tot doorhaling KBO

- List of enter

Naam v	Titel FR v	Titel NL v
<input type="checkbox"/> SLSM-01.05.00.00.00	Vente directe sur les marchés et assimilés	Directe verkoop op markten en aanverwanten

- Further specialization with regard to case requirements
- Specific laws, ..



Organized Enquiries

- Specialized reporting

