

Center for Quality Services

Balanced Scorecard
FY-01

Financial Prospective

Objective	Measure
Meet Budgeted Plan	Planned/Actual Expenditures

Customer Perspective

Objective	Measure
Business unit leaders are satisfied with services and projects provided	% customer satisfaction
Increase internal customer satisfaction with customer service training received	% customer satisfaction
Customer satisfaction levels increase for external customers	% Patent customer satisfaction % Trademark Customer Satisfaction

Internal Business Perspective

Objective	Measure
Increase % of products and services (special and established projects) in a timely manner	% Meeting Pre-Established Timeframes

Innovation and Learning

Objective	Measure
Increase employee skills by providing technical training to stay current in the quality field	Percent Employees Receiving Training

Center for Quality Services – Summary

Performance Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Cum.
Financial Perspective							
Meet Budgeted Plan	98%	98% FY	19%				19%
Customer Perspective							
Percent Business unit leaders are satisfied with services provided - Projects, etc.	100%	90%				Results to be reported in 4 th Qtr.	
Percent Internal Customers Satisfied With Customer Service Training (per evaluations)	97.5%	90%	96.9%				96.9%
Percent Customer Satisfaction on Patent & Trademark Surveys	64% Pat 65% Tm	70% Pat 80% Tm				Results to be reported in 4 th Qtr.	
Internal Business Perspective							
Percent Products and Services Meeting timeliness (varies by project)	100%	100%	100%				100%
Innovation & Learning Perspective							
Employees remain up-to-date in their field by providing training	100%	100% Emp. Trained	5/10 emp. 50% trained				5/10 emp. 50% training

Center for Quality Services – Performance Measures – Detail

Performance Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Cum.
Internal Business Perspective							
% Telephone surveys for In-Process Reviews completed by the end of the quarter	100%	100%	95%				95%
Customer Partnership Meetings							
1. Draft agenda and meeting minutes delivered to internal customer within 1 week of when meeting was held	100% Week 1	100%/ Avg. Weeks 1	100% Avg. 1 Week				100% Avg. 1 week
2. Final minutes mailed to attendees within 4 weeks of meeting.	0% Weeks 7	100% Avg. Weeks 4	100% Avg. 4 Weeks				100% Avg. 4 weeks
3. Agenda mailed 4 weeks prior to meeting date.	100% Weeks 5	100% Avg. Weeks 4	100% Avg 4 Weeks				100% Avg. 4 weeks
1. Customer Focus Sessions Reports are prepared for internal customer within 2 weeks of when final session was held	100%	100% Avg. Weeks 2	100% Avg. 2 Weeks				100% Avg. 2 weeks
2. Final Report delivered to Participants within 4 weeks.	93%	100% Avg. Weeks 4	100% Avg. 2 weeks				100% Avg. 2 weeks
Number of patent examiners trained within 5 weeks of coming on board	446 trained	# trained within 5 weeks	249 trained				249 trained

Center for Quality Services – Detail Report

Performance Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Cum.
PTO Annual Customer Survey Survey mailed 5/1/00 Final Report 9/1/00	100%	100%					
PTO Miscellaneous Customer Surveys -Surveys distributed -Final Report to customer within 4 weeks of close out of survey-	100%	100% 4 final reports (100% within 4 weeks)	None				None

Resources	FY-01 Plan	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Cumulative
Funding (\$000)	1,302					1,302
Quarterly – Allocation		260	521	260.5	260.5	1,302
Funding Used – Actual		252.4				252.4
% Used – Quarterly Plan		97%				
% Used - Cumulative		19%				
FTE Positions (On-Board)						