

**Office of Enrollment and Discipline
Balanced Scorecard**

Financial Perspective

Objective	Measure
Meet Budgeted Plan	Plan / Actual Expenditures

Customer Perspective

Objective	Measure
Prompt Response to Telephone Calls	Customer Calls Answered in Average of 20 Seconds or Less

Internal Business Perspective

Objective	Measure
Maintain Number of Examination Opportunities	Two Examination Sessions Held Per Year
Maintain Timeliness of Providing Examination Results	Examination Results Provided in Two Months
Decrease Time to Complete Complaint Reviews and Investigations (Invention Promotion and All Others)	Decrease Number of Active Cases Exceeding Two Year Pendency (Invention Promotion and All Others)
Decrease Time to Complete Petition Decisions	OED Director Decisions Provided in Two Months

Innovation and Learning

Objective	Measure
Improve Employee Knowledge and Competence	Number of Training Hours per Employee

Office of Enrollment and Discipline – Summary

Performance Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	FY-01 Cum.
Financial Perspective							
Meet Budgeted Plan	94%	5% Variance of 95%	96%				96%
Customer Perspective							
Prompt Response to Telephone Calls	90%	Answer 90% In ≤ 20 Sec.	89%				89%
Internal Business Perspective							
Maintain Number of Examination Opportunities	Two Exam Sessions	Two Exam Sessions	Examination Held				On Target
Maintain Timeliness of Providing Examination Results	Results in 2 Months	Results in 2 Months	100% in 2 Months (2,021 Total)				100% in 2 Months (2,021 Total)
Complete Complaint Reviews in 3 Months – <u><i>Invention Promotion Complaint Reviews Only</i></u>	New Measure for FY01	Review at Least 50% of Cases in 3 Months	0% (of 1 Case Reviewed)				0% (of 1 Case Reviewed)
Complete Complaint Reviews in 3 Months – <u><i>All Other Complaint Reviews</i></u>	New Measure for FY01	Review at Least 70% of Cases in 3 Months	75% (of 24 Cases Reviewed)				75% (of 24 Cases Reviewed)
Complete Investigations in 2 Years – <u><i>Invention Promotion Investigation Cases Only</i></u>	New Measure for FY01	Complete at Least 50% of Cases in 2 Years	0% (of 1 Case Completed)				0% (of 1 Case Completed)
Complete Investigations in 2 Years – <u><i>All Other Investigation Cases</i></u>	New Measure for FY01	Complete at Least 60% of Cases in 2 Years	57% (of 14 Cases Completed)				57% (of 14 Cases Completed)
Complete Petition Decisions in 2 Months	86%	Complete 85% In 2 Months	93%				93%
Innovation and Learning							
Improve Employee Knowledge and Competence	19 Hours	Avg. 10 Hours Training / Empl	12 Hours				12 Hours

Office of Enrollment and Discipline – Summary Continued

Workload Measures	FY-00 Baseline	FY-01 Target	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	FY-01 Cum.
Number of Complaints Received	108	Not Applic.	14				14
Number of Complaints Processed	192	100	25				25
Number of New Investigations Initiated	105	Not Applic.	21				21
Number of Investigations Closed	155	100	15				15
Number of Cases to the Committee on Discipline	23 Cases	As Needed	0				0
Number of Formal Complaints Filed With ALJ	15 Complaints (45 Cases)	As Needed	0				0
Process Complaints Less Than 3 Months Old	13	All Cases	1				1
Very Old Matters – Process Complaints Between 3 Months Old and 1 Year Old	5	Reduce to 2 or Less	8				8
Very Old Matters – Process Complaints More Than 1 Year Old	2	Reduce to 1 or Less	0				0
Process Investigations Less Than 2 Years Old	60	All Cases	73				73
Very Old Matters – Process Investigations Between 2 and 3 Years Old	20	Reduce to 15 or Less	13				13
Very Old Matters – Process Investigations More Than 3 Years Old	6	Reduce to 5 or Less	6				6
Number of Registered Practitioners	24,919	Not Applic.	25,016				25,016
Number of Examination Applicants	4,233	Not Applic.	890 *				890 *

* Approximately 1,000 additional examination applications were received during the first week of January 2001.

Office of Enrollment and Discipline – Very Old Matters

Document Type	Old Dates	Number	Action / Status
Investigations	Between 2 and 3 Years Old	9 Invention Promotion Related 4 All Other Investigations 13 Total of 92 Open (14%)	Continuing Quarterly Review of All Open Cases to Ensure Timely Actions and Prompt Resolution
Investigations	More Than 3 Years Old	1 Invention Promotion Related 5 All Other Investigations 6 Total of 92 Open (7%)	Targeting Oldest Cases for Aggressive Action Towards Resolution

Office of Enrollment and Discipline – Systems Development

Actions
Internet Accessibility: Forms for Enrollment Application, Undertaking, and Oath are now available on the Web, and except for Signatures and/or Notarizations, these forms can now be completed on-line.

Office of Enrollment and Discipline – Resources

Performance Measures	FY-00 Actual	FY-01 Planned	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	FY01 Cum.
OED Resources							
Funding: (\$000)	2,090	2,451					
Quarterly – Allocation			678				678
Funding Used – Actual	1,960		651				651
% Used – Quarterly Plan			96%				96%
% Used – FY To Date	94%		27%				27%
Positions	13	13					
(on board)			13				13