

Office of External Affairs  
Balanced Scorecard

**Financial Perspective**

Objective	Measure
Meet Budgeted Plan	Planned/Actual Expenditures

**Customer Perspective**

Objective	Measure
Officials from IPOs are satisfied with IPR training provided	% Customer Satisfaction

**Internal Business Perspective**

Objective	Measure
Improve response time to customers by completing letters within assigned goals	% of letters prepared on time
Successfully negotiate and conclude international treaties	% of treaties negotiated and concluded successfully
Increase in technical assistance to developing countries and countries moving to a market economy	<ul style="list-style-type: none"> <li>• # of countries provided technical assistance</li> <li>• # of technical assistance activities completed</li> </ul>
Review of laws for TRIPs compliance	# of countries reviewed for TRIPs compliance
Enhance PTO's presence with Congress	# of visits to PTO
Enhance Commissioner's (PTO leadership) international presence	# of meeting established with heads of intellectual property offices

**Innovation and Learning Perspective**

Objective	Measure
Ensure employees remain expert in their fields	% of employees receiving training each year
Increase employee retention beyond 3 years	% of key staff turnover

Office of External Affairs – Summary

Performance Measures	FY-99 Baseline	FY-00 Target	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Cum.
<b>Financial Perspective</b>							
Meet Budgeted Plan	98%	90%	80%	100%	71%	162%	98%
<b>Customer Perspective</b>							
Increase customer satisfaction with IPR training	No baseline	90%	100%	100%	100%	100%	100%
<b>Internal Business Perspective</b>							
Increase number of countries provided with technical assistance	FY 97 baseline - 47	96	72	16	13	25	126
Increase number of technical assistance activities completed	FY 97 baseline - 59	102	18	19	43	26	106
Provide response to customer letters within five work days of receipt in OLIA	No baseline yet	85% on time	62%	70%	65%	90%	72%
- International letters			39%	52%	41%	71%	50%
- Congressional letters			74%	78%	72%	96%	81%
- Priority A letters				N/A%	0%	100%	29%
Successfully conclude international treaties	Did 100% in FY 99	90% concluded successfully	N/A	N/A	100%	N/A	100%
Increase number of countries reviewed for TRIPs compliance	0	13	N/A	13 under review	13	N/A	13
Enhance PTO's presence with Congress	N/A	10 visits	0	3	2	7	12
Enhance PTO's leadership's international presence	N/A	20 countries	8	1	7	8	24
<b>Innovation &amp; Learning Perspective</b>							
Ensure employees remain expert in their field	69%	75%	35%	15%	44%	11%	78%
Increase employee retention beyond 3 years	FY 98 baseline – 12%	10%	8%	0%	0%	4%	11%

	attrition rate						
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Office of External Affairs

Resources	FY-99 Actual	FY-00 Plan	FY-00 Request	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Cum.
Funding (\$000)								
Quarterly – Allocation				993	902	1356	892	4143
Funding Used – Actual	3445			792	902	962	1445	4101
% Used – Quarterly Plan				79.8%	100.0%	70.9%	162%	
Cumulative-YTD % Used				79.8%	89.4%	81.7%	98.9%	98.9%
FTE Positions (On-Board)	26	31 32		24	24	28	27	27