

Office of Quality Management and Training  
Balanced Scorecard  
FY-01

**Financial Perspective**

Meet Budgeted Plan	Plan/Actual Expenditures

**Customer Perspective**

Increase External Customer Satisfaction With PTO Products and Services	% Satisfaction
Increase Internal Customer Satisfaction With Patent and Trademark Quality Review	% Satisfaction
Increase Internal Customer Satisfaction With CQS Products and Services	% Satisfaction
Increase employee satisfaction with internal training	% Satisfaction

**Internal Business Perspective**

Increase level of PTO Performance Excellence	Baldrige Score – every 2 years
Increase in agreement by TC's on Patentability Issues	% Agreement
Increase in percent of Trademark applications reviewed resulting in agreement by Law Offices	% Agreement
Ensure linkage of quality performance results to development of new training modules	# Modules Delivered
Increase percent of CQS products and services meeting timeliness goals	% meeting timeliness goals
Ensure timeliness of Employee Communication Mailbox actions	% meeting timeliness goals

**Innovation and Learning Perspective**

Increase Awareness of quality techniques and methods	# of quality meetings, trainings, conferences attended
Increase Awareness of Quality internally and externally	# of quality presentations, trainings conducted
Increase PTO employee satisfaction	% Satisfaction

Office of Quality Management and Training – Summary

Performance Measures	FY-00 Baseline	FY-01 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 – % of FY Plan used per qtr.	100%	90% FY	24%				24%
<b>Customer Perspective</b>							
Increase percent of employees satisfied training met objective	N/A	90% Sat.	N/A				
IP Training.....	N/A	90%					
IP Automation Training..	N/A	95%					
CEED Training.....	75%	85%					
Increase Internal customer satisfaction with Patent and Trademark Quality Review performance	67% Pat N/A TMK	70%				Results to be conducted in 4 <sup>th</sup> Qtr.	
Increase Internal customer satisfaction with CQS Products and Services	100%	95%				Results to be reported in 4 <sup>th</sup> Qtr.	
Increase External Customer Satisfaction with PTO Products and Services – NPR Survey	55% Pat 59% TM					Results to be reported in 4 <sup>th</sup> Qtr.	
Increase Customer Satisfaction with Patent & Trademark Products and Services – PTO Survey	64% Pat 65% TM	75% 80%				Results to be reported in 4 <sup>th</sup> Qtr.	
<b>Internal Business Perspective</b>							
Increase in agreement by TC's on Patentability Issues	82%	85%	72%				72%
Increase in percent of Trademark applications reviewed resulting in agreement by Law Offices	84%	85%	85%				85%
Increase percent of CQS products and services meeting timeliness (varies by project)	89%	100%	100%				100%
Decrease response time to respond to employee ECM submissions	N/A	75% Within 5 Days	N/A				
Increase timeliness for posting authorized ECM submissions on Quality Website	N/A	90% Within 30 Days	N/A				
Analysis of ECM suggestions and proposed actions are submitted to appropriate leadership on a timely basis	N/A	80% Within 90 Days of Closing	N/A				
Link quality performance results to development of new training modules	N/A	26 Training Sessions Delivered	6				6

Performance Measures	FY-00 Baseline	FY-01 Target	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Cum.
Improve PTO's standing in comparison to applicants in Baldrige Award Assessments	*58%- FY-99	Top 65%	Top 65%				Top 65%
Innovation & Learning Perspective							
Number of internal and external quality presentations or trainings conducted by OQMT	24	25	11 <sup>1</sup>				11
Number of quality meetings and conferences attended	28	30	5 <sup>2</sup>				5
% of PTO emp. satisfied with their job – PTO survey	58.1%					Survey Results – 4 <sup>th</sup> Qtr.	
% of PTO emp. satisfied with their job – NPR survey	63.1%					Survey Results – 4 <sup>th</sup> Qtr.	

N/A = Not Applicable at time of report.

<sup>1</sup> Audience: Quality Consortium, Vietnam Delegation, Internal Conference, Kellogg Conference, ABE Conf., OPM, Cust. Sat. Conf. Topics: Customer Sat. at PTO, Balanced Scorecard at PTO, Benchmarking, Emp. Satisfaction at PTO, Perf. Management at PTO, ECM Program at PTO

<sup>2</sup> Org. Develop. Prog. Analysis, Budgeting & Financial Mgmt., Public Marketing, Acquisition Mgmt.

Office of Quality Management Performance Measures, 02/27/01