

FEDERAL PROCUREMENT BALANCED SCORECARD ASSESSMENT RESULTS

DEPARTMENTAL AVERAGES

(Scores in **bold** indicate Departmental Target met)

		RESULTS:				TARGET:
		FY	FY	FY	FY	FY
		04	05	06	07	07
<i>Customer Perspective:</i>						
Customer Satisfaction:						
Timeliness	% score:	89	N/A	88	N/A	N/A
Quality	% score:	95	N/A	93	N/A	N/A
Effective Service Partnership:						
Extent of customer satisfaction with responsiveness, etc.	% score:	91	N/A	93	N/A	N/A
<i>Internal Business Perspective:</i>						
Acquisition Excellence:						
Extent to which internal quality control systems are effective	% score:	90	88	88	86	88
Most Effective Use of Contracting Approaches to Maximize Efficiency and Cost Effectiveness:						
Use of Electronic Commerce:						
% of orders issued electronically as % of total simplified actions	% score:	67	63	69	70	64
Percent of synopses and associated solicitations posted on FEDBIZOPPS	% score:	100	100	100	100	100

		RESULTS:				TARGET:
		<u>FY</u>	<u>FY</u>	<u>FY</u>	<u>FY</u>	<u>FY</u>
		<u>04</u>	<u>05</u>	<u>06</u>	<u>07</u>	<u>07</u>
Percent of all new competitive acquisition transactions over 100K conducted through EC	% score	52	72	80	70	60
Perf. Based Service Contracts:						
PBSCs awarded as a % of total eligible new service contract awards (applicable to actions over \$25K)	% score:	59	82	61	76	66
Percent of total eligible service contract dollars obligated for PBSCs (applicable to actions over \$25K)	% score:	92	77	80	83	80
Use of Competition:						
Percent of total dollars obligated on competitive actions over \$2,500	% score:	79	74	88	91	76
Percent of actions competed for actions over \$2,500	% score:	72	71	68	69	72
Percent of total dollars obligated on orders over \$25K under MACs that were awarded using the fair opportunity process	% score:	*	*	*	*	85
Percent of actions for orders over \$25K under MACs that were awarded using the fair opportunity process	% score:	*	*	*	*	68

* Data on MACs has not been available due to changes in the data system.

	RESULTS:				TARGET:
	<u>FY</u> <u>04</u>	<u>FY</u> <u>05</u>	<u>FY</u> <u>06</u>	<u>FY</u> <u>07</u>	<u>FY</u> <u>07</u>
Streamlined Processes:					
Procurement Administrative Lead Time (PALT)					
PALT for Acquisition:					
Percent of new competitive service awards over \$100K awarded within 120 days (except facility management contracts) % score:	86	97	90	76	85
Percent of orders for services under the Federal					
Supply Schedules that require a SOW and a RFQ that are awarded within 50 days % score:	99	79	98	94	75
PALT for Financial Assistance:					
Percent of new competitive awards that are awarded within 245 days % score:	93	74	88	69	75
Average # of days to process a new competitive award		194	157	190	195
Percent reduction in overage acquisition and financial assistance instruments % score:	-8	1	2	13	10
On-Time Delivery:					
% of contracts where contractual delivery date meets actual delivery/acceptance date % score:	95	98	99	100	95
Supplier Satisfaction:					
Extent of supplier satisfaction % score:	95	N/A	97	N/A	N/A
Socioeconomics:					
% achievement of assigned socioeconomic goals % score:			130	185	100

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		<u>FY</u>	<u>FY</u>	<u>FY</u>	<u>FY</u>	<u>FY</u>
		<u>04</u>	<u>05</u>	<u>06</u>	<u>07</u>	<u>07</u>
<i>Learning and Growth Perspective</i>						
Access to Strategic Information:						
The extent to which reliable procurement management information systems are in place						
	% score:	85	88	88	81	100
Employee Satisfaction:						
Superior Executive Leadership						
	% score:	86	87	84	86	85
Quality Work Environment						
	% score:	90	90	88	86	86
Organization Structured for Continuous Improvement:						
Assessment of the level of continuous improvement						
	% score:	88	92	86	81	87
Quality Workforce:						
% of acquisition personnel meeting the qualification standards of the Acquisition Career Development Program (ACD)						
	% score:	97	90	85	87	90
% of certified acquisition personnel meeting the ACD Continuous Learning Requirement						
	% score:	92	90	87	87	90
% of all financial assistance personnel meeting the qualification standards of the Financial Assistance Career Development program						
	% score:	75	78	86	87	90
<i>Financial Perspective</i>						
Optimum Cost Efficiency of Purchasing Operations:						
Cost to Spend Ratio						
	ratio:	.009	.009	.009	.007	.009