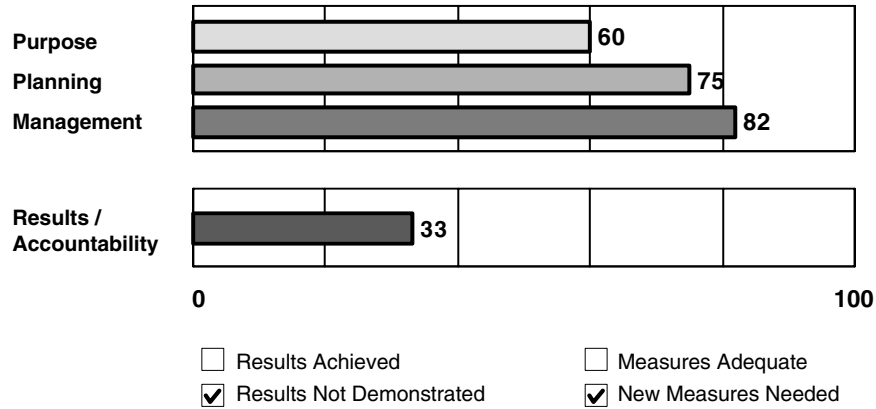


Program: Supply Depots and Special Order

Agency: General Services Administration

Bureau: Supply and Technology Activities



Key Performance Measures

Year Target Actual

Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Percent of goods and services procured from small and minority-owned businesses	2001	26.6%	26.63%
	2002	26.6%	29.9%
	2003	33.29%	
	2004	33.29%	
Annual Measure: Operating cost per \$100 sales	2001	\$18.53	\$20.67
	2002	\$18.53	\$16.54
	2003	\$24.13	
	2004	\$24.03	

Rating: Results Not Demonstrated

Program Type: Capital Assets

Program Summary:

GSA's Stock and Special Order program provides agencies with a timely and cost efficient method to acquire goods from the blind, severely handicapped, federal prisons, and small businesses.

The assessment found that the program makes the most impact on helping agencies' meet: demands for mission-critical and disaster-related goods, and requirements to purchase from disabled groups, federal prisons, and small businesses. Additional findings include:

1. The program's long-term goals are not measurable and do not have timeframes to allow for future assessment.
2. GSA has several good annual performance measures, including an efficiency measure. However, the threshold for success was set low for several of the measures and the annual goals were not linked to the achievement of long-term goals.
3. GSA holds senior managers and associates accountable for performance.
4. There are redundancies in the number/type of products offered and inefficiencies in the delivery mechanisms employed. For example, some items could be shipped directly to the agency instead of adding an extra step.
5. It is difficult to access the impact of funding, policy, and legislative changes on program performance.

In response to these findings, the agency will:

1. Develop adequate long-term measures.
2. Develop aggressive annual goals that support the achievement of long-term outcome goals.
3. Evaluate the program to identify opportunities to increase efficiency and effectiveness by ensuring that redundancy with commercial sources is minimized and delivery models are standardized and/or consolidated.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
1,125	1,143	1,165