

DOT Achievements FY 2006

Customer Perspective	
Measure	DOT
Customer Satisfaction	73%
Timeliness	67%
Quality	89%
Service Partnership	76%
Technology	62%
Customer Responses	726
Data Source: FY-2006 PMAT Survey	

Internal Business Perspective		
Measure		
Competition		48%
Full & Open Competition Dollars		31%
Fair Opportunity Process Dollars		6%
Fair Opportunity Process Actions		5%
Purchase Cards¹		94%
Socio-Economic Goals	Achieved	Goal
Sbs*	40.76%	35.00%
8(a)s*	9.09%	7.00%
SDBs*	16.13%	7.00%
WOSB*	7.82%	5.00%
HUB Zone*	7.44%	3.00%
SDVOSB*	1.88%	3.00%
Data Source: FPDS-NG		

Employee Perspective	
Measure	
Employee Satisfaction	84%
Work Environment	75%
Leadership / Management	82%
Strategic Value	83%
Employee Responses	155

Financial Perspective	
Measure	DOT
Cost Avoid thru use of PC^{#1}	\$ 6,504
PBSA	29%
Commercial Items (CI)	28%
# DOT is a cumulative total	
Data Source: FPDS-NG	

Learning & Growth Perspective	
Measure	
Meeting Qualification Standards	
Education	90%
Training	87%
Data Source: DOT Workforce Demographics & ACMIS	

* DOT values do not include FAA