

DOT

Balanced Scorecard

FY 2007

* DOT values do not include FAA

Customer Perspective	
Measure	DOT
Customer Satisfaction	67.44%
Timeliness	63.94%
Quality	82.06%
Service Partnership	63.31%
Technology	46.75%
Strategic Value	82.00%
Customer Responses	489
Data Source: FY-2007 PMAT Survey	

Employee Perspective	
Measure	DOT
Employee Satisfaction	86.31%
Quality Work/Environment	84.94%
Leadership/Management	81.31%
Service Partnership	93.00%
Strategic Value	82.00%
Employee Responses	131
Data Source: FY-2007 PMAT Survey	

Learning and Growth Perspective	
Measure	DOT
1102s Meeting Qualification Standards	
Education	100.00%
Training	83.38%
Percentage Certified at all Levels	18.80%
COTR Training	
Percentage Certified	0.00%
IT Program Manager	
Percentage Certified	0.00%
Data Source: ACMIS	

Financial Perspective	
Measure	DOT
Competition (Dollars)	
Full & Open Competition Dollars	75.94%
MACs Fair Opportunity Process	TBD
MACs Fair Opportunity Actions	TBD
Cost, Schedule & Performance	TBD
Contract Bundling (Dollars)	0%
Quality Assurance Surveillance Program	TBD
Commodity Priorities	
Percentage of Products	22.45%
Percentage of Services	69.32%
Percentage of R&D	7.66%
Data Source: FPDS-NG	

Internal Business Perspective		
Measure	DOT	
Purchase Cards		
Percentage of Actions (<\$25k)	99.97%	
Percentage of Dollars (<\$25k)	99.46%	
Total Number of Employees w/Cards	6,902	
Total Number of Active Accounts	6,902	
Ratio of Approving Officials	3.07	
Number Reported to IG	0	
Number Reported to Program Coordinators	0	
Number of Disciplinary Actions	0	
PBSA	7%	
Commercial Items (Actions)	7.39%	
Cost to Spend Ratio	TBD	
Technology Satisfaction	47%	
	DOT	
Socio-Economic Goals	Achieved	Goal
Sbs*	49.84%	35.31%
8(a)s*	13.17%	7.00%
SDBs*	17.64%	7.00%
WOSB*	10.67%	5.00%
HUB Zone*	7.78%	3.00%
SDVOSB*	2.40%	3.00%
Data Source: FPDS-NG		