

Department of Energy

FY 2008 CONTRACTOR PURCHASING BALANCED SCORECARD RESULTS

DEPARTMENTAL AVERAGES BY FISCAL YEAR

	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY2008</u>	<u>FY 2008 National Targets</u>
<i>Customer Perspective</i>						
Objective: Customer Satisfaction Core Measure: Customer Satisfaction Rating	93	93	94	94	95	92
<i>Internal Business Perspective</i>						
Objective: Effective Internal Controls Core Measure: assessment of degree to which purchasing systems are in compliance	95	93	94	95	97	<i>N/A - locally set</i>
Objective: Effective Supplier Management Core Measure: % Delivery on-time, including Just-in-Time	83	81	83	83	84	84
Objective: Use of Effective Competition Core Measure: % of total dollars obligated on actions over \$100,000 that were competed	71	74	69	71	67	<i>N/A - locally set</i>

	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY2008</u>	<u>FY 2008 National Targets</u>
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Internal Business Perspective cont'd

Objective: Effective Utilization of Alternate Procurement Approaches

Rapid Purchasing Techniques (RPT):

Core Measure #1: % of transactions placed by users	79	77	71	76	73	<i>N/A - locally set</i>
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Core Measure #2: % of transactions placed through RPT	83	86	83	87	84	<i>N/A - locally set</i>
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Core Measure #3: % of transactions placed through electronic commerce (a subset of RPT)	42	46	42	49	53	<i>N/A - locally set</i>
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Objective: Acquisition Process	Actions <\$100K: 8	7	8	8	8	<i>6 to 9 days</i>
Core Measure: average cycle time	Actions >\$100K: 26	25	30	27	29	<i>25 to 30 days</i>
(exception: Procurement Card)	All Actions: 9	8	9	8	9	<i>8 to 11 days</i>

Objective: Good Corporate Citizenship through Purchasing	SB: 119	113	122	130	123	<i>100% of established goals</i>
	SDB: 123	104	131	173	147	
Core Measure: % of economic and social diversity and local participation program goals achieved	WOSB: 143	144	165	215	164	

	<u>FY 2004</u>	<u>FY 2004</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY2008</u>	<u>FY 2008 National Targets</u>
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Learning and Growth Perspective

Objective: Employee Satisfaction Core Measure: Employee Satisfaction Rating	90	86	89	88	91	<i>N/A – locally set</i>
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Objective: Employee Alignment Core Measure: % of employees whose performance evaluation plans are aligned with organizational goals and objectives	98	100	99	98	99	98
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Financial Perspective

Objective: Optimum cost Efficiency of Purchasing Operations Core Measure: Cost to Spend Ratio	Cents on the dollar: 2.32	2.45	2.20	2.32	2.53	<i>N/A – locally set</i>
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