

DEPARTMENT OF ENERGY

FEDERAL PROCUREMENT SYSTEM

BALANCED SCORECARD
PERFORMANCE MANAGEMENT PROGRAM

Core Performance Measures

FY 2011

ISSUED: Aug 17, 2010

MISSION

To provide acquisition and assistance services to support accomplishment of the Department's programmatic goals and objectives.

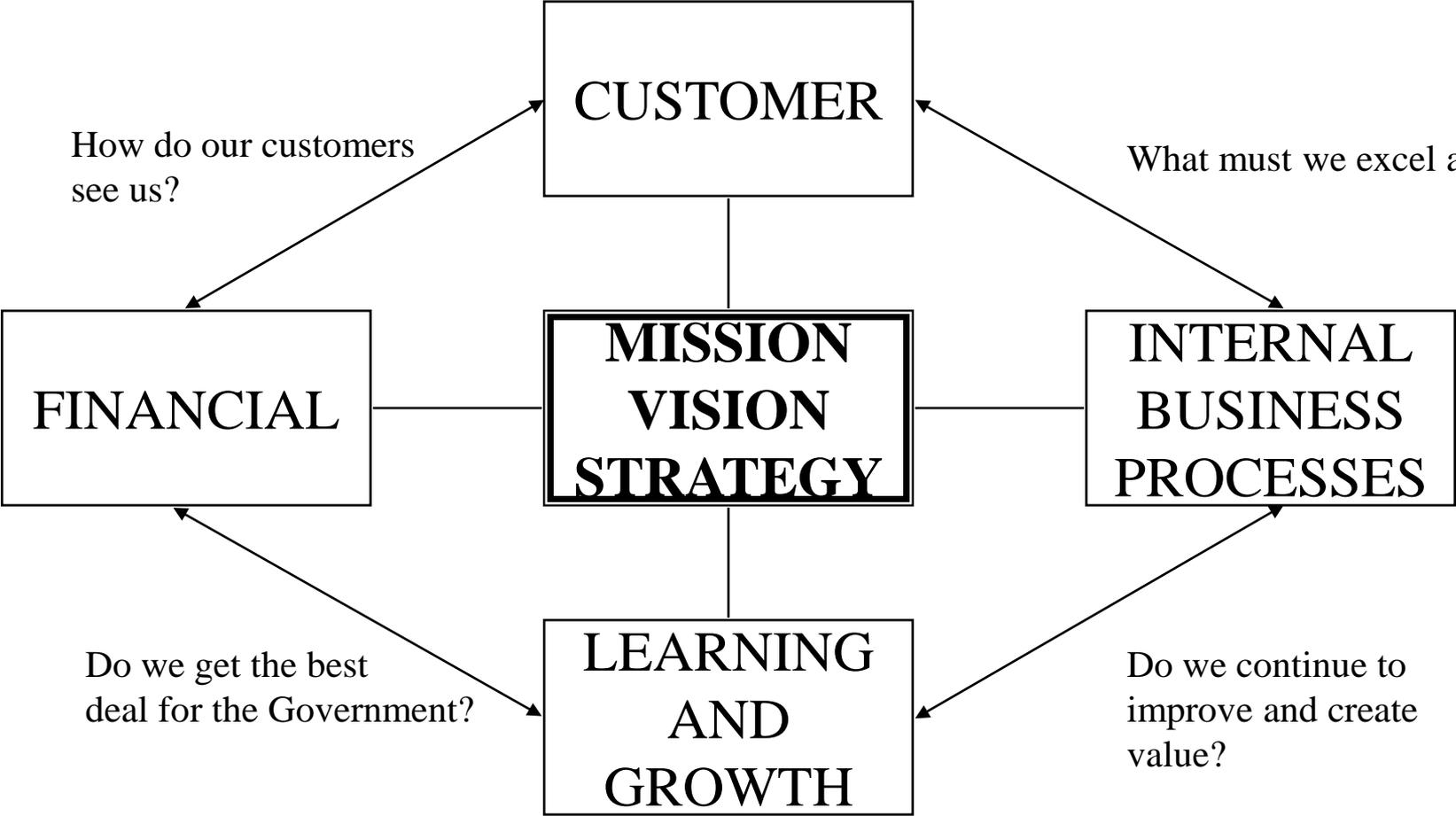
VISION

To deliver on a timely basis the best value product or service to our customers while maintaining the public's trust and fulfilling public policy objectives.

STRATEGY

To develop and maintain an organizational culture, management systems, and line processes in the acquisition system that ensure a focus on results while emphasizing integrity, fairness, competition, openness, and efficiency.

BALANCED SCORECARD STRATEGIC PERSPECTIVES



CUSTOMER
To Achieve Our Vision,
How Should We Appear
To Our Customers?

FINANCIAL
To Succeed Financially,
How Should We Appear
To Our Stakeholders?

**MISSION
VISION
STRATEGY**

**INTERNAL BUSINESS
PROCESSES**
To Satisfy Our Stakeholders
and Customers, What Business
Processes Must We Excel At?

**LEARNING
AND
GROWTH**
To Achieve Our Vision,
How Will We Sustain Our
Ability To Change And
Improve?

BALANCED SCORECARD PERSPECTIVES AND OBJECTIVES



CUSTOMER PERSPECTIVE

OBJECTIVE

MEASURE

TARGET

<p>Customer Satisfaction Data Source: Customer Survey. Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p> <p>Effective Service/Partnership Data Source: Customer Survey. Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p>	<p>1. Timeliness: Extent of customer satisfaction with timeliness of procurement processing; planning activities; and on-going communications.</p> <p>2. Quality: Extent of customer satisfaction with the quality of goods and services delivered.</p> <p>Extent of customer satisfaction with the responsiveness, cooperation, and level of communication with the procurement office.</p>	<p>88% <i>(Not measured in FY 09, nor FY10)</i></p> <p>92% <i>(Not measured in FY 09, nor FY10)</i></p> <p>92% <i>(Not measured in FY 09, nor FY10)</i></p>
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INTERNAL BUSINESS PERSPECTIVE

OBJECTIVE

MEASURE

TARGET

<p>Acquisition Excellence Data Source: Manager’s Self-Assessment Survey, local protest data, compliance review results. Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p>	<p>Extent to which internal quality control systems are effective, particularly with respect to compliance with laws and regulations, vendor selection and performance, contract administration, and subcontractor oversight.</p>	<p>88% No sustained protests.</p>
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INTERNAL BUSINESS PERSPECTIVE

OBJECTIVE

MEASURE

TARGET

<p>Most Effective Use (cont'd)</p> <p>Use of Competition: Data Source: FPDS-NG Data Generation: HQ will generate data from FPDS-NG Data Verification: Procurement Directors are responsible for accuracy of data entered into FPDS-NG.</p>	<p>Use of Competition:</p> <ol style="list-style-type: none">1. Percent of total dollars obligated on competitive acquisition actions over \$25,000.2. Percent of acquisition actions competed for actions over \$25,000. <p>(The above competition measures will be tracked as an overall average for the Department. Performance data will be obtained by HQ, with regard to BSC, sites are not required to report individual site performance achievement.)</p>	<p>80%</p> <p>68%</p>
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INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

OBJECTIVE	MEASURE	TARGET
<p>Streamlined Processes</p> <p>Procurement Administrative Lead Time: Data Source: STRIPES, with the exception of SWAPA and WAPA who will utilize local tracking systems which incorporate the PALT times within STRIPES until they are integrated into STRIPES.</p> <p>Data Generation: Data is generated from the STRIPES and local tracking systems for SWAPA and WAPA.</p> <p>Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.</p>	<p>Procurement Administrative Lead Time (PALT) for Acquisition:</p> <ol style="list-style-type: none"> 1. Percentage of new competitive service awards over \$100K awarded within STRIPES specified time period. 2. Percentage of task orders/delivery orders, awarded under the Federal Supply Schedules that exceed the micro purchase threshold and which require a SOW and a RFQ, executed within STRIPES specified time period. 3. Percentage of competitive 8A awards executed within the STRIPES specified time period. 4. Percentage of non-competitive 8A awards executed within the STRIPES specified time period. 5. Percentage of change orders definitized between \$0 to \$1M executed within the STRIPES specified time period. 	<p>85%</p> <p>85%</p> <p>80%</p> <p>80%</p> <p>80%</p>

INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

OBJECTIVE	MEASURE	TARGET
<p>Streamlined Processes (cont'd)</p> <p>Procurement Administrative Lead Time (cont'd)</p>	<p>Procurement Administrative Lead Time (PALT) for Acquisitions (cont'd):</p> <p>6. Percentage of change orders definitized over \$1M executed within the STRIPES specified time period.</p> <p>7. Percentage of unilateral modifications to exercise options executed within the STRIPES specified time period.</p> <p>8. Percentage of non-competitive actions executed within the STRIPES specified time period.</p> <p>Procurement Administrative Lead Time (PALT) for Financial Assistance:</p> <p>Percentage of new competitive awards that are executed within the STRIPES specified time period.</p>	<p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p>

INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

On-Time Delivery

Data Source: Past Performance Data Base, local deliverable tracking systems.

Data Generation: Data is tabulated from the listed tracking systems.

Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.

Percentage of contracts where contractual delivery date meets actual delivery/acceptance date.

Note: applies only to procurement actions (not financial assistance) over \$1M.

95%

INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

Contractor Performance Assessment Reporting System (CPARS)

Data Source: CPARS

Data Generation: FPDS, CPARS

Data Verification: Procurement Directors are responsible for ensuring the accuracy of the information entered into FPDS and CPARS is timely and complete. Records will be made available for compliance and/or HQ reviews.

Percentage of CPARS that were entered timely in accordance with established guidelines and procedures.

100%

INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

<p>Supplier Satisfaction Data Source: Vendor Survey. Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p> <p>Socioeconomics Data Source: FPDS-NG, ESRS, OSDBU, local tracking systems. Data Generation: Data is tabulated from the listed tracking systems. Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.</p>	<p>Extent of supplier (i.e. contractor/vendor) satisfaction with the responsiveness, cooperation, and level of communication with the procurement office.</p> <p>Percentage of assigned socioeconomic goals achieved. This measure will be tracked at Headquarters.</p>	<p>We will not measure In FY 11</p> <p>100%</p>
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LEARNING AND GROWTH PERSPECTIVE

OBJECTIVE

MEASURE

TARGET

<p>Access to Strategic Information</p> <p>Data Source: Manager's Self-Assessment Survey (Data Collection).</p> <p>Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into the Excel Data Reduction Program which calculates results.</p> <p>Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p>	<p>The extent to which reliable procurement management information systems are in place.</p>	<p>Strategic information system that is 100% accurate, timely and efficient.</p>
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OBJECTIVE

MEASURE

TARGET

<p>Employee Satisfaction Data Source: Employee Survey. Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into the Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p> <p>Organization Structured for Continuous Improvement Data Source: Manager’s Self-Assessment Survey (Mission Goals). Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into the Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p>	<p>Superior Executive Leadership: Employee’s perception of the organization’s professionalism, culture, values, and empowerment.</p> <p>Quality Work Environment: Employee’s degree of satisfaction with the tools available to perform the job, with mechanisms in place to ensure effective communications to accomplish job requirements, and with current benefits and job security.</p> <p>Assessment of the level of continuous improvement including existence of an effective quality culture, extent of benchmarking and other improvement initiatives, and strategic planning actions.</p>	<p>85%</p> <p>86%</p> <p>87%</p>
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LEARNING AND GROWTH PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

<p>Quality Workforce Data Source: Acquisition Career Management (ACMP) data systems. Data Generation: Data is tabulated from the listed data systems. Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Submitted results will be compared with data maintained by the Acquisition Career Manager.</p>	<p>Percentage of all GS-1102s certified under Federal Acquisition Certification in Contracting (FAC-C). Individuals receiving waivers from HQ are excepted.</p> <p>Percentage of FAC-C personnel meeting ACMP Continuous Learning Requirement.</p> <p>Percentage of all financial assistance personnel certified under the Financial Assistance Career Development Program.</p>	<p>85%</p> <p>75%</p> <p>75%</p>
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FINANCIAL PERSPECTIVE

OBJECTIVE

MEASURE

TARGET

Optimum Cost Efficiency of Purchasing Operations

Data Source: FPDS-NG, local budget tracking systems.

Data Generation: Cost to Spend Ratio is calculated from data extracted from listed data systems.

Data Verification: Procurement Directors are responsible for the accuracy of the calculated ratio, and for retention of source documents and ratio calculation sheets in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.

Cost to Spend Ratio: Procurement organization's operating costs (labor plus overhead) divided by procurement obligations. (Note: the costs and obligations associated with M&O actions are excepted).

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