

***Contractor***

***Personal Property Management***

***Balanced ScoreCard***

***FY 2009***

## ***CUSTOMER PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Customer Satisfaction
<b><i>Performance Measure #1:</i></b>	Quality
<b><i>Definition:</i></b>	Measures the extent of customer satisfaction with the quality of property management services provided. (External)
<b><i>Data Source:</i></b>	Customer Survey or use of the Electronic Customer Feedback System (ECFS).
<b><i>Data Generation:</i></b>	Accomplished by using either the standardized survey instrument or the ECFS. For the standard survey instrument, the individual survey responses are entered into the Excel Data Reduction Program which calculates results.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Excel Program Reports and ECFS Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	80% Customer Satisfaction.
<b><i>Measurement Formula:</i></b>	For the standard survey instrument: the number of customers responding to the survey that are satisfied with timeliness divided by the total number of customers responding to the survey. For the ECFS: the automatically calculated percent of customers satisfied with timeliness.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

(RE: Customer Perspective Objective #1, Core Measurement #1 & #2)

**MANAGEMENT DIRECTED**

## ***CUSTOMER PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Effective Partnerships
<b><i>Performance Measure #1:</i></b>	Extent of customer satisfaction with the responsiveness, cooperation, and level of communication with the OPMO.
<b><i>Definition:</i></b>	Measures the customer perception of the level of responsiveness, cooperation, and communication with the Operational Property Management Officer, i.e., the “professionalism” of the property manager. (Internal)
<b><i>Data Source:</i></b>	Customer Survey or use of the Electronic Customer Feedback System (ECFS).
<b><i>Data Generation:</i></b>	Accomplished by using either the standardized survey instrument or the ECFS. For the standard survey instrument, the individual survey responses are entered into the Excel Data Reduction Program which calculates results.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Excel Program Reports and ECFS Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	80% Customer Satisfaction.
<b><i>Measurement Formula:</i></b>	For the standard survey instrument: the number of customers responding to the survey that are satisfied with timeliness divided by the total number of customers responding to the survey. For the ECFS: the automatically calculated percent of customers satisfied.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

(RE: Customer Perspective Objective #1, Core Measurement #1 & #2)

**MANAGEMENT DIRECTED**

## ***INTERNAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Property Management Excellence
<b><i>Performance Measure #1:</i></b>	Property Management Accounting and Control
<b><i>Definition:</i></b>	Measures the extent to which the accountable property subject to physical inventory was located during inventory.
<b><i>Data Source:</i></b>	Personal Property Accountable System of Record, Physical Inventory results, and supporting documentation.
<b><i>Data Generation:</i></b>	Inventory data is tabulated either manually or by an automated system and extracted.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	98% Accuracy Rate for Accountable Property.
<b><i>Measurement Formula:</i></b>	$\frac{\text{Amount (of the one each) by barcode/serial number of Accountable Property subject to Physical Inventory}}{\text{Amount (of the one each) that was physically located during inventory}}$
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

Reference ASTM Standard E 2131-01

(RE: Internal Business Process Objective #1, Core Measure #2)

## ***INTERNAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Property Management Excellence
<b><i>Performance Measure #2:</i></b>	Property Management Accounting and Control of <b><i>high risk</i></b> and <b><i>sensitive</i></b> property.
<b><i>Definition:</i></b>	Measures the extent to which sensitive property subject to physical inventory is located during inventory.
<b><i>Data Source:</i></b>	Personal Property Accountable System of Record, Physical Inventory results, and supporting documentation.
<b><i>Data Generation:</i></b>	Inventory data is tabulated either manually or by an automated system and extracted.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	100% Accuracy Rate for Sensitive Property.
<b><i>Measurement Formula:</i></b>	Amount (of the one each) by barcode/serial number of Sensitive Property subject to Physical Inventory divided by the amount (of the one each) that was physically located during inventory.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

(RE: Internal business Process Obj #1, Core measure #2)

### **Management Directed**

## ***FINANCIAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Property Management Excellence
<b><i>Performance Measure #2:</i></b>	Personal Property Management and Control
<b><i>Definition:</i></b>	Measures the extent to which accountable property subject to Loss, Destruction, Damage and Stolen (LDDS) is managed. <b>NOTE: This excludes high risk and sensitive property.</b>
<b><i>Data Source:</i></b>	Personal Property Accountable System of Record, Physical Inventory results, LDDS Reports and supporting documentation.
<b><i>Data Generation:</i></b>	LDDS data is tabulated either manually or by an automated system and extracted.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	2% LDDS Rate.
<b><i>Measurement Formula:</i></b>	Acquisition value of DOE Property that was reported as LDDS divided by the total acquisition value (of the one each) of actual on-hand inventory prior to LDDS.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

(Reference: ASTM E2131-01)

## ***FINANCIAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Property Management Excellence
<b><i>Performance Measure #2:</i></b>	Personal Property Management and Control
<b><i>Definition:</i></b>	Measures the extent to which <b><i>high risk</i></b> and <b><i>sensitive</i></b> property subject to Loss, Destruction, Damage and Stolen (LDDS) is managed.
<b><i>Data Source:</i></b>	Personal Property Accountable System of Record, Physical Inventory results, LDDS Reports and supporting documentation.
<b><i>Data Generation:</i></b>	LDDS data is tabulated either manually or by an automated system and extracted.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	0% LDDS Rate.
<b><i>Measurement Formula:</i></b>	Acquisition value of DOE Property that was reported as LDDS divided by the total acquisition value (of the one each) of actual on-hand inventory prior to LDDS.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.
(Reference: ASTM E2131-01)	

### **Management Directed**

## ***INTERNAL BUSINESS PERSPECTIVE***

***Performance Objective #1:*** Accountable Personal Property acquired by purchase card is recorded in the property systems.

***Performance Measure #1:*** Personal Property Accounting and Control

***Definition:*** Measure the extent of proper reporting of accountable property purchased ***with the purchase card*** in the property system of record within (3) working days after receipt.

***Data Source:*** Personal property systems of record and other supporting purchase card documentation.

***Data Generation:*** Purchase card purchases are tabulated either manually or by an automated system and extracted.

***Data Verification:*** Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

***Measurement Formula:*** Actual number of items received divided by the number of items recorded in the property system of record amount within (3) working days.

***Opportunities for Improvement:*** Include in FY09 BSC report.

(Reference: GAO Report – GAO-08-333)



## ***INTERNAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Accountable Personal Property acquired is recorded in the property systems.
<b><i>Performance Measure #1:</i></b>	Personal Property Accounting and Control
<b><i>Definition:</i></b>	Measure the extent of proper reporting of accountable property acquired by reutilization, transfer, donation or any other means <b><i>other than purchase</i></b> card in the property system of record within (3) working days after receipt.
<b><i>Data Source:</i></b>	Personal Property systems of record and other supporting purchase card documentation.
<b><i>Data Generation:</i></b>	Equipment acquired is tabulated either manually or by an automated system and extracted.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>Measurement Formula:</i></b>	Actual number of items received divided by the number of items recorded in the property system of record amount within (3) working days.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

## ***FINANCIAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Property Management Excellence
<b><i>Performance Measure #1:</i></b>	Extent to which motor vehicles are effectively utilized.
<b><i>Definition:</i></b>	Measure the extent to which the motor vehicle fleet is effectively utilized.
<b><i>Data Source:</i></b>	Vehicle logs, GSA reports, and local reports.
<b><i>Data Generation:</i></b>	Utilization data is tabulated either manually or by an automated system.
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	Sedans and station wagons – 12,000 miles per year Light trucks – 10,000 miles per year Medium trucks – 7,500 miles per year
<b><i>Measurement Formula:</i></b>	Actual usage compared to the National Target
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

### **Management Directed**

## ***FINANCIAL BUSINESS PERSPECTIVE***

<b><i>Performance Objective #1:</i></b>	Most effective use of disposal approaches to maximize efficiency and cost effectiveness – Use of electronic commerce
<b><i>Performance Measure #1:</i></b>	Percent of personal property sales through total disposition transactions performed
<b><i>Definition:</i></b>	Measures the percent of sales transactions through electronic commerce as a percentage of total disposal transactions performed.
<b><i>Data Source:</i></b>	Data call to the field requesting completion of Excel Spreadsheet.
<b><i>Data Generation:</i></b>	Data is manually tabulated and extracted from Excel spreadsheets
<b><i>Data Verification:</i></b>	Contracting Officers/Property Administrators are responsible for accuracy of data and retention of Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<b><i>National Target:</i></b>	94% of sales items are sold on-line.
<b><i>Measurement Formula:</i></b>	The number of on-line sales transactions processed through electronic commerce divided by the total number of sales transactions.
<b><i>Opportunities for Improvement:</i></b>	Include in FY09 BSC report.

(RE: Internal Business Objective #1, Core Measure #4)