

Contractor

Personal Property Management

Balanced ScoreCard

FY 2010

Contractor BSC Summary

For each of the higher level perspectives (Customer, Internal Business and Financial), the following provides a summary listing of each BSC Objective and the corresponding measure(s).

CUSTOMER PERSPECTIVE:

Performance Objective #1: Customer Satisfaction

Performance Measure #1: Customer Feedback and Satisfaction Survey

INTERNAL BUSINESS PERSPECTIVE

Performance Objective #1: Property Management Accounting and Control – Inventory Results

Performance Measure #1: Property Management Accounting and Control - Equipment

Performance Measure #2: Property Management Accounting and Control - Sensitive Property Items

Performance Measure #3: Property Management Accounting and Control - High Risk Property, as defined in DOE Property Management Regulation (PMR) and DOE Property Management Guide.

Performance Objective #2: Personal Management Property Accounting and Control – Property Identification

Performance Measure #1: Personal Property Accounting and Control – Sensitive Property Identification

Performance Measure #2: Personal Property Accounting and Control – Equipment Items

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Utilization Excellence
<i>Performance Measure #1:</i>	Motor Vehicle Utilization
<i>Performance Measure #2:</i>	Property Utilization - Non Motor Vehicle Assets
<i>Performance Objective #2:</i>	Property Management Program Improvements
<i>Performance Measure #1:</i>	Review and Improvement of Property Management System
<i>Performance Objective #3:</i>	Property Disposal
<i>Performance Measure #1:</i>	Property Disposal Effectiveness.
<i>Performance Measure #2:</i>	Property Disposal - Sale of Surplus Property

CUSTOMER PERSPECTIVE

<i>Performance Objective #1:</i>	Customer Satisfaction
<i>Performance Measure #1:</i>	Customer Feedback and Satisfaction Survey
<i>Definition:</i>	Measures the extent of internal customer satisfaction with the quality of property management services provided. (External customers can be included in survey, but only one (1) survey is required)
<i>Data Source:</i>	Customer Survey or use of the Electronic Customer Feedback System (ECFS).
<i>Data Generation:</i>	Accomplished by using either the standardized survey instrument or the ECFS. For the standard survey instrument, the individual survey responses can be entered into the Excel Data Reduction Program which calculates results or calculated by other programs.
<i>Data Verification:</i>	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.
<i>National Target:</i>	80% Customer Satisfaction.
<i>Measurement Formula:</i>	For the standard survey instrument, the number of customers responding to the survey that are satisfied with the quality of service or partnership divided by the total number of customers responding to the survey. For the ECFS: the automatically calculated percent of customers satisfied.
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

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

MANAGEMENT DIRECTED

INTERNAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Accounting and Control – Inventory Results/ Loss Destruction, Damage and Stolen (LDDS)
<i>Performance Measure #1:</i>	Property Management Accounting and Control – Equipment/Accountable Property.
<i>Definition:</i>	Measures the extent to which the accountable equipment property subject to physical inventory was located during inventory.
<i>Data Source:</i>	Personal Property Accountable System of Record, Physical Inventory results, and supporting documentation.
<i>Data Generation:</i>	Inventory data is tabulated either manually or by an automated system and extracted.
<i>Data Verification:</i>	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.
<i>National Target:</i>	98% Accuracy Rate for Accountable Equipment Property. (Anything less than 98% requires an explanation and improvements. Trend should be upward 98.5. 99% etc)
<i>Measurement Formula:</i>	The amount (of the one each) that was physically located during inventory divided by the amount (of the one each) by barcode/serial number of Accountable Property subject to Physical Inventory
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Reference ASTM Standard E 2131-01

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

INTERNAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Accounting and Control – Inventory Results/ Loss Destruction, Damage and Stolen (LDDS)
<i>Performance Measure #2:</i>	Property Management Accounting and Control - Sensitive Property Items
<i>Definition:</i>	Measures the extent to which sensitive property items, <i>as defined in DOE Order 580.1</i> , subject to physical inventory is located during inventory.
<i>Data Source:</i>	Personal Property Accountable System of Record, Physical Inventory results, and supporting documentation.
<i>Data Generation:</i>	Inventory data is tabulated either manually or by an automated system and extracted.
<i>Data Verification:</i>	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.
<i>National Target:</i>	99% Accuracy Rate for Sensitive Property.
<i>Measurement Formula:</i>	The amount (of the one each) that was physically located during inventory divided by the amount (of the one each) by barcode/serial number of Accountable Property subject to Physical Inventory
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

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

Management Directed

INTERNAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Accounting and Control – Inventory Results/ Loss Destruction, Damage and Stolen (LDDS)
<i>Performance Measure #3:</i>	Property Management Accounting and Control - High Risk Property , as defined in DOE Property Management Regulation (PMR) and DOE Property Management Guide.
<i>Definition:</i>	Measures the extent to which items defined as high risk. As defined in PMR and DOE Guide for Order 580.1, subject to physical inventory is located during inventory.
<i>Data Source:</i>	Personal Property Accountable System of Record, Physical Inventory results, and supporting documentation.
<i>Data Generation:</i>	Inventory data is tabulated either manually or by an automated system and extracted for high risk items that are included in the equipment and sensitive item inventories. (Note: The calculation of inventory results of the high risk items are developed from equipment and/or sensitive items from which the high risk item is also categorized as)
<i>Data Verification:</i>	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.
<i>National Target:</i>	100% Accuracy Rate for High Risk Property.
<i>Measurement Formula:</i>	The amount (of the one each) that was physically located during inventory divided by the amount (of the one each) by barcode/serial number of Accountable Property subject to Physical Inventory
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

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

Management Directed

INTERNAL BUSINESS PERSPECTIVE

Performance Objective #2: Personal Management Property Accounting and Control – Property Identification

Performance Measure #1: Personal Property Accounting and Control – **Sensitive/High Risk Property Identification**

Definition: Measures for sensitive/high risk items, the reporting and recording in the property system within fifteen (15) days after receipt for any sensitive item/high risk acquired by new purchase, acquisition via card purchase, excess acquisition or any other means.

Data Source: Personal property management system records and other supporting documentation.

Data Generation: Data on sensitive item receipt and record established in the property system 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.

National Target: 98% of Sensitive Property is recorded in the property data base with 15 days from date of receipt.
100% of High Risk Property is recorded in the property data base with 15 days from date of receipt

Measurement Formula: Actual number of items received divided by the number of items recorded in the property system of record amount within 15 days.

Opportunities for Improvement: Include in FY09 BSC report.

Management Directed

INTERNAL BUSINESS PERSPECTIVE

<i>Performance Objective #21:</i>	Personal Management Property Accounting and Control – Property Identification
<i>Performance Measure #2:</i>	Personal Property Accounting and Control – Equipment/Accountable Items
<i>Definition:</i>	Measures for equipment items, the reporting and recording in the property system within thirty (30) days after receipt for any equipment item acquired by new purchase, excess acquisition or other means, to include P-Card
<i>Data Source:</i>	Personal property system record and other supporting purchase card documentation.
<i>Data Generation:</i>	Data on equipment item receipt and record established in the property system tabulated either manually or by an automated system and extracted.
<i>Data Verification:</i>	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.
<i>National Target:</i>	98% of equipment items are recorded in the property data base with 30 days from date of receipt.
<i>Measurement Formula:</i>	Actual number of items received divided by the number of items recorded in the property system of record amount within 30 days.
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Utilization Excellence
<i>Performance Measure #1:</i>	Motor Vehicles Utilization.
<i>Definition:</i>	Measure the extent to which the motor vehicle fleet is effectively utilized.
<i>Data Source:</i>	Vehicle logs, GSA reports, and local reports.
<i>Data Generation:</i>	Utilization data is tabulated either manually or by an automated system.
<i>Data Verification:</i>	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.
<i>National Target:</i>	94% or better of motor vehicles meet Federal and/or Local Use Standards. In situations where Local Use Standards are not used, the following Federal Standards apply: Sedans and station wagons – 12,000 miles per year Light trucks – 10,000 miles per year Medium trucks – 7,500 miles per year
<i>Measurement Formula:</i>	Actual usage compared to the National Target or approved Federal Local Use objectives.
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #1:</i>	Property Management Utilization Excellence
<i>Performance Measure #2:</i>	Property Utilization - Non Motor Vehicle Assets
<i>Definition:</i>	Measures the extent to which property assets are utilized through the effective redeployment and use of internal excess property and external excess acquisitions to meet contractor mission requirements.
<i>Data Source:</i>	Documentation on internal property transfers, excess acquisitions and other records or logs
<i>Data Generation:</i>	Utilization data is tabulated either manually or by an automated system.
<i>Data Verification:</i>	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.
<i>National Target:</i>	Recording of total original acquisition cost of property redeployed and/or acquired from excess.
<i>Measurement Formula:</i>	Actual data recorded
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed (NEW)

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #2:</i>	Property Management Program Improvements
<i>Performance Measure #1:</i>	Review and Improvement of Property Management System.
<i>Definition:</i>	Measures the property management system improvements that are implemented through a variety of processes, including internal self assessments, benchmarking efforts, lessons learned or related programs. This includes any system improvements resulting in more effective use or upgrade of computer technology - software and/or hardware.
<i>Data Source:</i>	Documentation on internal self assessments, benchmarking efforts, or other related efforts and any resulting improvements
<i>Data Generation:</i>	Improvements are documented and recorded.
<i>Data Verification:</i>	Contracting Officers/Property Administrators are responsible for accuracy of data/information and retention of Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.
<i>National Target:</i>	At least every two years, the property management system or a component is evaluated and improved, as needed.
<i>Measurement Formula:</i>	Actual data recorded
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed (NEW)

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #3:</i>	Property Disposal
<i>Performance Measure #1:</i>	Property Disposal Effectiveness.
<i>Definition:</i>	Measures is the amount of property made available as excess and transferred to another entity, which can be measured by either acquisition cost or number of items excessed and transferred.
<i>Data Source:</i>	Documentation on property excessed and transferred.
<i>Data Generation:</i>	Data is manually tabulated and extracted from Excel spreadsheets.
<i>Data Verification:</i>	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.
<i>National Target:</i>	90% of the five (5) year average i.e. (0.90) Times (Amount of Property Excessed for Last 5 Years Divided by 5)
<i>Measurement Formula:</i>	Actual data recorded.
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed

FINANCIAL BUSINESS PERSPECTIVE

<i>Performance Objective #3:</i>	Property Disposal
<i>Performance Measure #2:</i>	Property Disposal - Sale of Surplus Property
<i>Definition:</i>	Measures is the percent of property sold within 60 days of being offered for sale by the contractor. (Note: If property is sent to GSA for sale this does not apply.)
<i>Data Source:</i>	Documentation on property sold.
<i>Data Generation:</i>	Data is manually tabulated and extracted from Excel spreadsheets.
<i>Data Verification:</i>	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.
<i>National Target:</i>	90% of sales items are sold within 60 days of being offered for sale internally.
<i>Measurement Formula:</i>	Actual data recorded
<i>Opportunities for Improvement:</i>	Include in FY09 BSC report.

Management Directed