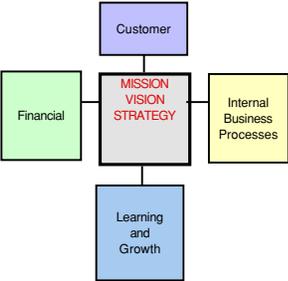


# DOE/LAB/UC Alignment With DOE/HQ Mission, Vision & Strategy

BALANCED SCORECARD  
PERSPECTIVES AND OBJECTIVES



<b>MISSION</b>
Provide property management to support DOE's programmatic goals and objectives.
<b>VISION</b>
Provide property management in the most effective and efficient manner to meet customer expectations.
<b>STRATEGY</b>
Utilize innovative, customer driven, and results oriented methods and mechanisms stewardship for contractor managed property assets

Achieved Through  
Four Perspectives

## Property Management

PERFORMANCE PERSPECTIVES	PERFORMANCE EXPECTATIONS	PERFORMANCE MEASURES
<p><b>Customer</b> Effective Service/Partnership</p>	<p>Customer satisfaction index (Internal &amp; External Customers) (Time, Quality, Communication) Accuracy/Consent to Property Assignments</p>	<p>1.1.a Property and Precious Metals Accounted For 1.2.a Accuracy of Identification 2.1.a Timeliness of Assignment 3.1.a Vehicle Utilization 5.1.a Aligning Customer Expectations 6.1.a Measuring Cost Efficiency/Effectiveness</p>
<p><b>Financial</b> Cost efficiency of operations</p>	<p>Trend of cost of major processes Cost vs performance of targeted processes</p>	<p>6.1.a Measuring Cost Efficiency/Effectiveness</p>
<p><b>Internal Business Process</b> Effective Life Cycle Management of Assets to Meet Departmental Missions</p>	<p>Percent of material located during inventory (Equipment, Sensitive Property, Stores, and Precious Metals) Percent of equipment meeting utilization standards Percent of excess/surplus items disposed up within specified time frame</p>	<p>1.1.a Property and Precious Metals Accounted For 1.2.a Accuracy of Identification 3.1.a Vehicle Utilization</p>
<p><b>Learning and Growth</b> Access to Dynamic and Strategic Information and Management Employee Alignment</p>	<p>Percent of customer communication plan completed Percent of scheduled BSC training completed Percent of employees with IDP with BSC included Percent of employees with performance measured against BSC</p>	<p>5.1.a Aligning Customer Expectations 7.1.a Measuring Organizational Agility and Employee Alignment</p>