Department of the Treasury Bureaus – Forum Metrics

Issue Initiated by Forum	Action/Agreement by Forum	Type and Category of Metric(s)	Metric(s)	Targets
Hiring Reform (BPD)	Change/update language in the negotiated agreement to conform to mandate	• Process/Cycle Time	• Decrease number of days it takes to hire	• Decrease to 80 days
Improve business applications for the TTB (TTB)	Transfer AutoAudit business application form an Oracle to a Microsoft SQL platform; Monitor and address connection and processing issues and amount of time spent dealing with the help desk related to AutoAudit	• Error Rate/Quality	• Number of trouble ticket calls to Help Desk related to AutoAudit	• Reduce AutoAudit trouble ticket calls to the Help Desk
(TTB)	Deploy Permits Online (PONL) electronic application system, ensuring proper training of employees who use the system, to improve internal business management and service to industry	• Process/Cycle Time • Customer Satisfaction	• Average number of days to process an original permit application (quarterly measure) • NRC Customer Service Survey results (annual measure)	• Reduce the time to process original permit applications • Maintain a customer satisfaction score of 85% for original permit application processing
United States currency notes are not accepted in every transaction (BEP)	Develop goal for labor (employees) to become part of the process for policy, equipment, or process change	• Mission Accomplish-ment	• No systemic failures in commerce – notes are accepted the first time, every time circulation	• Less than 0.001% of new currency note deliverables returned due to defects
Lack of internal customer quality service measurement (BEP)	Develop goal for employees to provide feedback to address quality services from each office.	• Service Quality	• FY11 milestones identified in plan to improve baseline survey results for each office and conduct follow-up survey to determine improvement	• Redeploy by 9/30/11 to determine quality service improvement over baseline