Exhibit IX to performance measure 6.2.b, Procurement Balanced Scorecard

Performance Measures/Measured Activities	Gradient	Activity Value	Activity Score	Criteria	Total Points for Activity	Performance Objectives
Customer Perspective						
Customer Satisfaction Rating						
% of satisfied Requestors (using PO transactional surveys)	<62/72/82/92/≥92	10	10	Customer Feedback	15	Customer Satisfaction 15
% of satisfied BIS operators (using climate survey)	<62/72/82/92/≥92	2	2			
% of satisfied P-Card Holder (using P-Card survey)	<62/72/82/92/≥92	3	3			
Internal Business Process Perspective						
Effective Internal Controls						
Average % of system elements in full compliance with stakeholder requirements (annual self-assessment review)	<75/80/85/90/≥90	5	3	System Evaluation	3	
Effective Supplier Management						
% of on-time deliveries of key suppliers	≤54/64/74/84/≥84	5	4	Measuring Supplier	4	
Effective Use of Competition						
% of total dollars obligated using effective competition (over $100K)	≤54.9%/55%/60%/65%/≥70%	20	20	Use of Competition	20	
Effective Utilization of Alternative Procurement Approaches						
Transactions Placed by Users	85% or greater	0	0	Alternative Approaches		

Transactions through Rapid Purchasing Techniques	85% or greater	10	10		10		
Transactions Placed through E-Commerce	<55%/60%/65%/70%/≥75%	0	0			Management of Internal Business Processes	
Acquisition Process							
Average Cycle Time (Days), Transactions > $100K	27-32 Days	15	15	Pursuing Best Practices		55	
Average Cycle Time (Days), Transactions ≤ $100K	6-9 Days	0	0		15		
Average Cycle Time (Days), All Actions	9-12 Days	0	0				
Good Corporate Citizenship through Purchasing (Socio Economic Subcontracting)							95
Socio-Economic Subcontracting Goals	See individual gradient below			Socioeconomic Subcontracting			
Small Business	≥41.3%	3	3				
Small Disadvantaged Business	≥6.33%	0.5	0		3		
Small Woman-Owned Business	≥5.76%	0.5	0				
8 (a) Pilot Program	≥3.00%	0	0				
Veteran-Owned Business	≥1.25%	0.5	0				
Hub Zone Business	≥2.22%	0.5	0				
Learning and Growth Perspective							
Employee Satisfaction							
% of satisfied employees (using climate survey)	<70/75/80/85/≥90	5	5	Employee Feedback		Learning and Growth	
Employee Alignment					5		
Alignment of individual goals with organizational goals	<78/83/88/93/≥98	10	10	Employee Alignment			
					10	15	
Financial Perspective							

Cost to Spend Ratio							>=92 Outstanding
Purchasing Organization cost compared to total purchasing obligations	>$.034/$.031/$.28/$.025/≤$.025	10	10	Process Cost		**Managing Financial Aspects**	>=84 - 91 Excellent
							>=72 - 83 Good