

Managing for Results



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Results Management Framework





Annual Performance Plan

Table 3: Agencywide Annual Measures and Targets by Fiscal Year
(Dollars in billions)

Performance measure	2005 actual	2006 actual	2007 actual	2008 actual	2009 target	2010 target
Results						
Financial benefits	\$39.6	\$51.0	\$45.9	\$58.1	\$42.0	\$42.0
Nonfinancial benefits	1,409	1,342	1,354	1,398	1,200	1,200
Past recommendations implemented	85%	82%	82%	83%	80%	80%
New products with recommendations	63%	65%	66%	66%	60%	60%
Client						
Testimonies	179	240	276	304	200	220
Timeliness ^a	92%	93%	95%	95%	95%	95%
People						
New hire rate	94%	94%	96%	96%	95%	95%
Acceptance rate	71%	70%	72%	77%	^b	^b
Retention rate						
With retirements	90%	90%	90%	90%	90%	90%
Without retirements	94%	94%	94%	93%	94%	94%
Staff development ^c		76%	76%	77%	76%	76%
	72%					
Staff utilization ^d	75%	75%	73%	75%	75%	75%
Leadership	80%	79%	79%	81%	80%	80%
Organizational climate	76%	73%	74%	77%	75%	75%
Internal Operations						
Help get job done	4.10	4.10	4.05	4.00	4.00	4.00
Quality of work life	3.98	4.00	3.98	4.01	4.00	4.00

Source: GAO.

^a In our timeliness calculations for fiscal years 2004 through 2007, we inadvertently included nonresponses to the timeliness questions in our client feedback survey—the data source for our timeliness measure. We therefore recalculated the survey results for these fiscal years and fiscal year 2008. The numbers shown reflect the corrected calculation.

^b Considering the challenging hiring environment due to uncertain budgets and high competition for talent, measuring our acceptance rate is less meaningful to us. Therefore, beginning in fiscal year 2009 this measure has been eliminated.

^c Beginning in fiscal year 2006 we changed the way that the staff development measure was calculated. Specifically, we dropped one question regarding computer-based training because we felt that due to the significance of such training it was already integrated in other questions the survey asked regarding training. We also modified a question on internal training and changed the scale of possible responses to that question. For this reason the fiscal year 2004 and 2005 data is shown on a separate line so as to indicate that those data are not comparable to the data beginning in fiscal year 2006.

^d Our employee feedback survey asks staff how often the following occurred in the last 12 months (1) my job made good use of my skills, (2) GAO provided me with opportunities to do challenging work, and (3) in general, I was utilized effectively.

Serving the Congress and the Nation
U.S. Government Accountability Office



Performance and Accountability Report Fiscal Year 2010

Accountability ★ Integrity ★ Reliability



Serving the Congress and the Nation

GAO's Strategic Plan Framework

MISSION

GAO exists to support the Congress in meeting its constitutional responsibilities and to help improve the performance and ensure the accountability of the federal government for the benefit of the American people.

TRENDS

National Security Threats Fiscal Sustainability Challenges Economic Recovery and Growth Global Interdependence Science and Technology Networks and Virtualization Shifting Roles of Government Demographic and Societal Change

Goals	Objectives
<p>Provide Timely, Quality Service to the Congress and the Federal Government to...</p> <p>...Address Current and Emerging Challenges to the Well-being and Financial Security of the American People related to...</p>	<ul style="list-style-type: none"> Health care needs Lifelong learning Benefits and protections for workers, families, and children Financial security Effective system of justice Viable communities Stable financial system and consumer protection Stewardship of natural resources and the environment Infrastructure
<p>...Respond to Changing Security Threats and the Challenges of Global Interdependence involving...</p>	<ul style="list-style-type: none"> Homeland security Military capabilities and readiness U.S. foreign policy interests Global market forces
<p>Help Transform the Federal Government to Address National Challenges by assessing...</p>	<ul style="list-style-type: none"> Government's fiscal position and options for closing gap Fraud, waste, and abuse Major management challenges and program risks
<p>Maximize the Value of GAO by Enabling Quality, Timely Service to the Congress and Being a Leading Practices Federal Agency in the areas of...</p>	<ul style="list-style-type: none"> Efficiency, effectiveness, and quality Diverse and inclusive work environment Professional networks and collaboration Institutional stewardship and resource management

CORE VALUES

Accountability

Integrity

Reliability

Source: GAO.

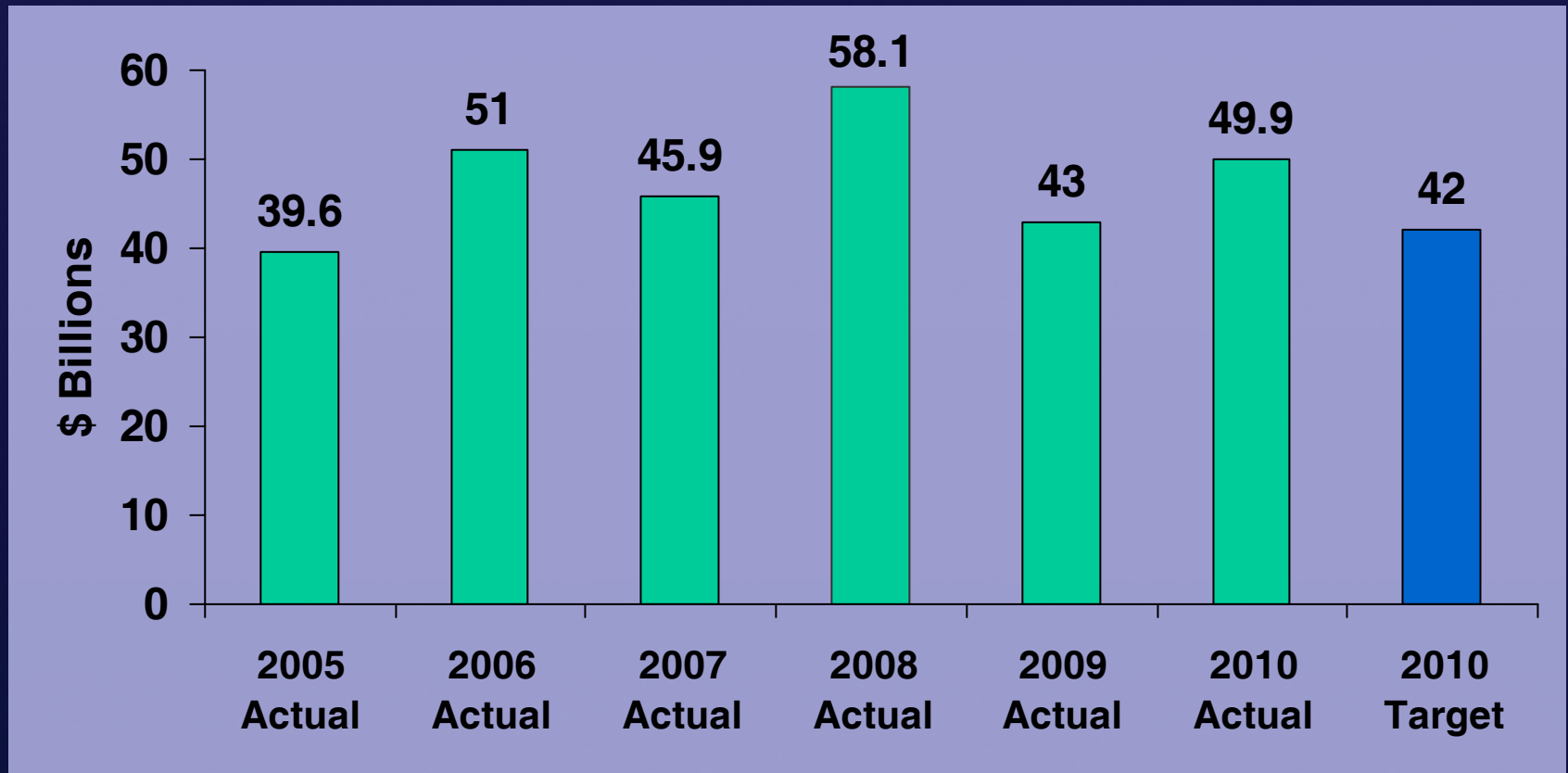
GAO Strategic Plan 2010-2015

GAO's Performance Measurement Strategy

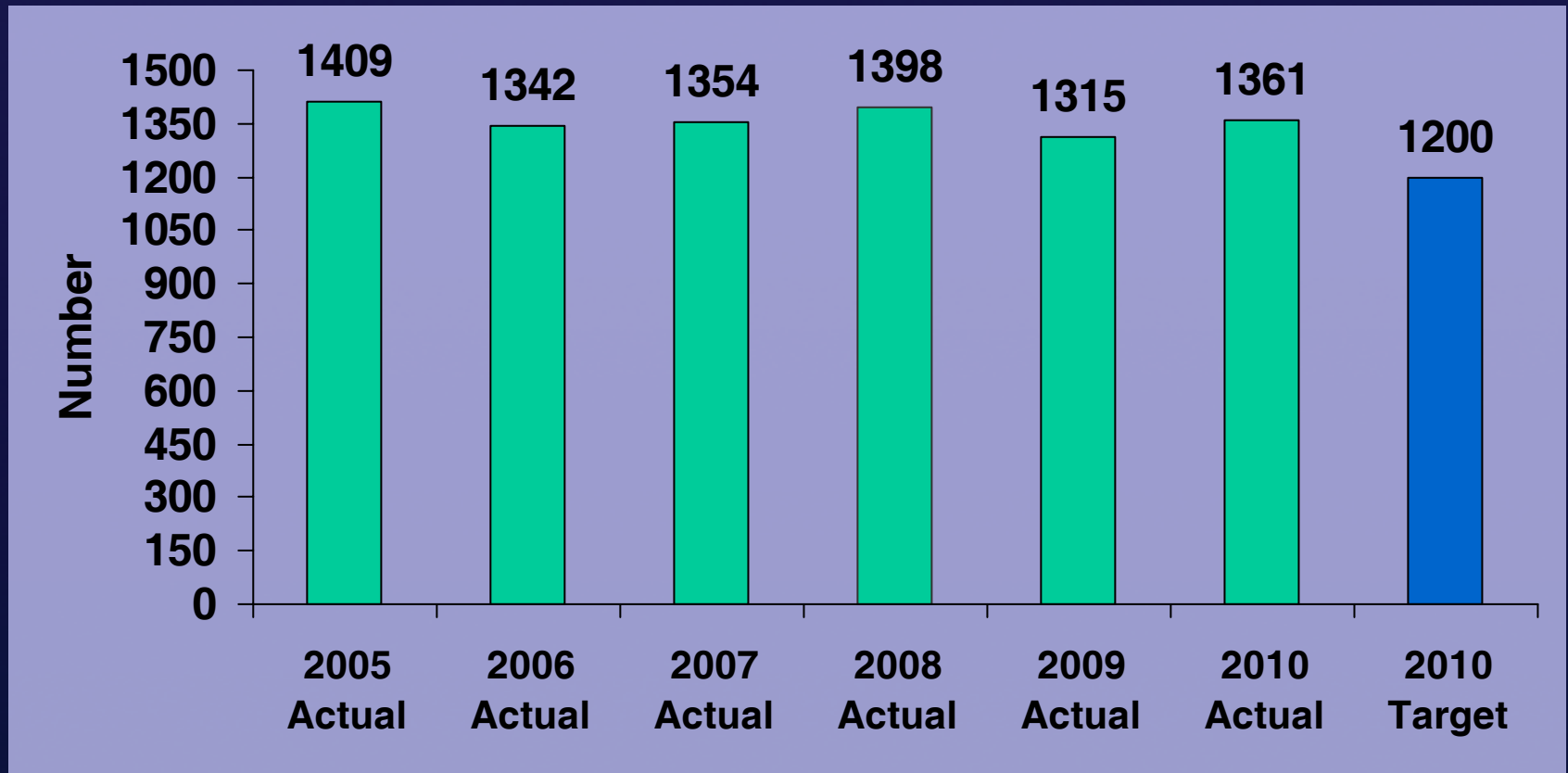


Note: Internal business process measures support the categories listed above.

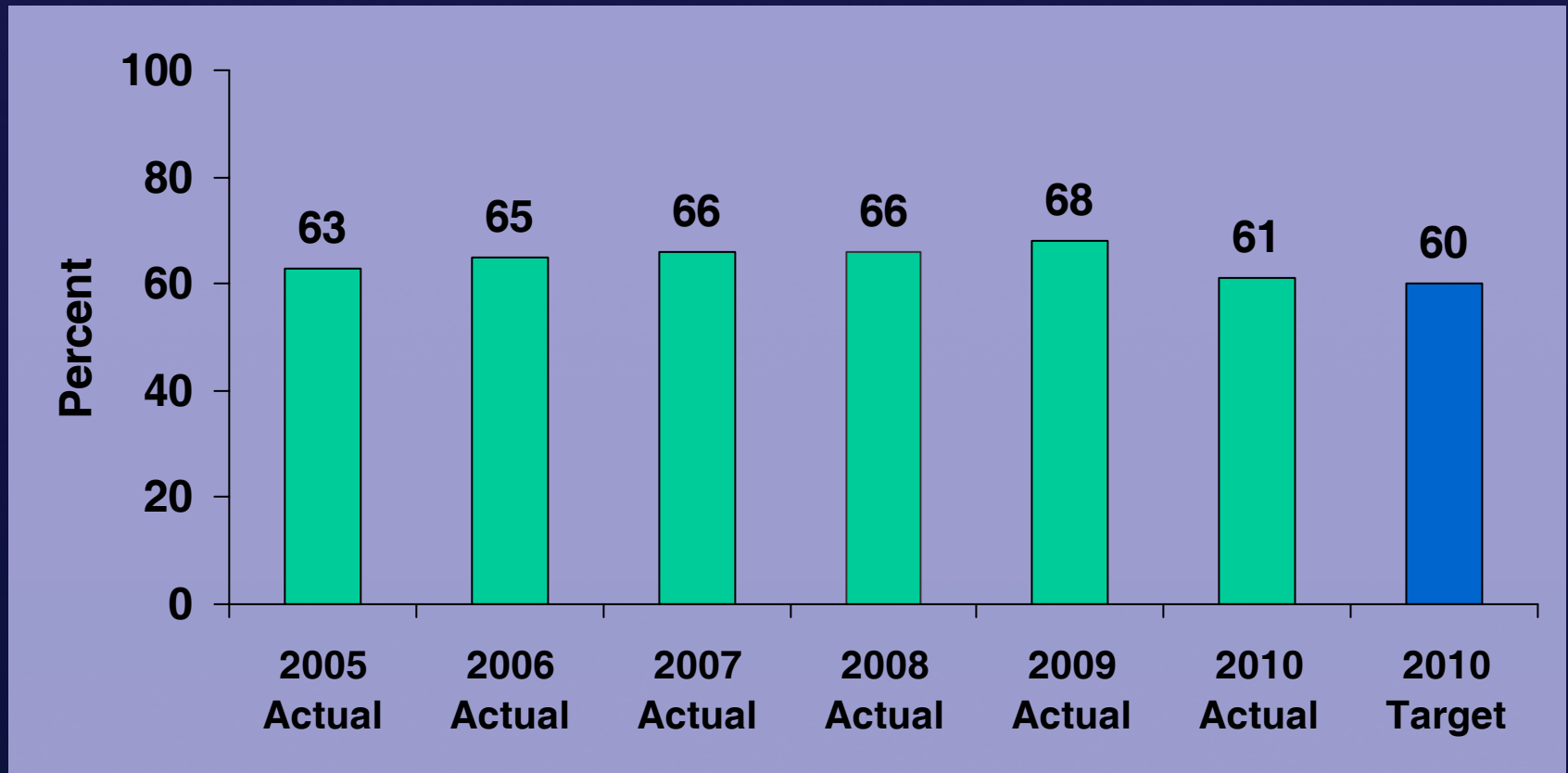
Results: Financial Benefits



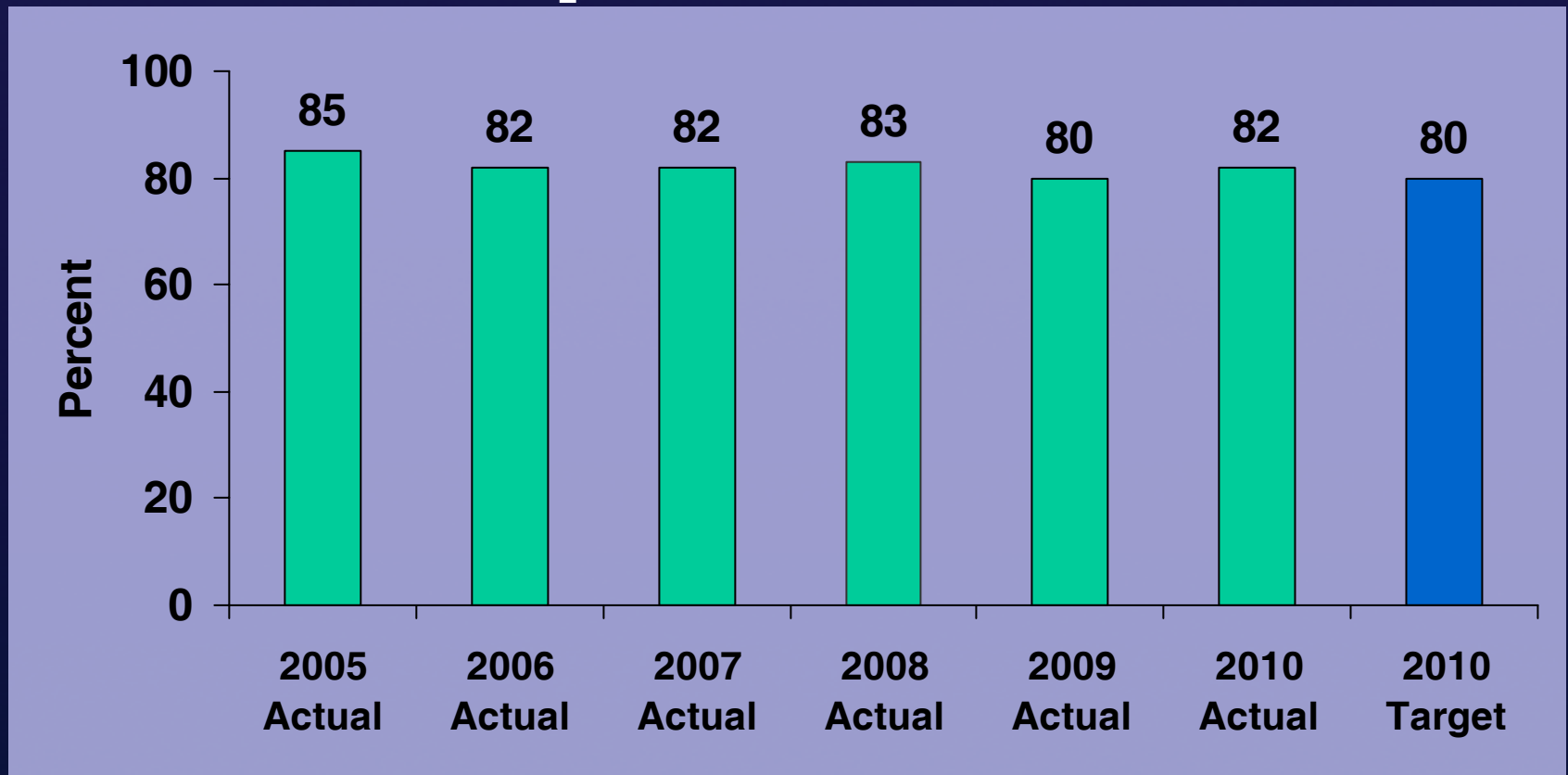
Results: Nonfinancial Benefits



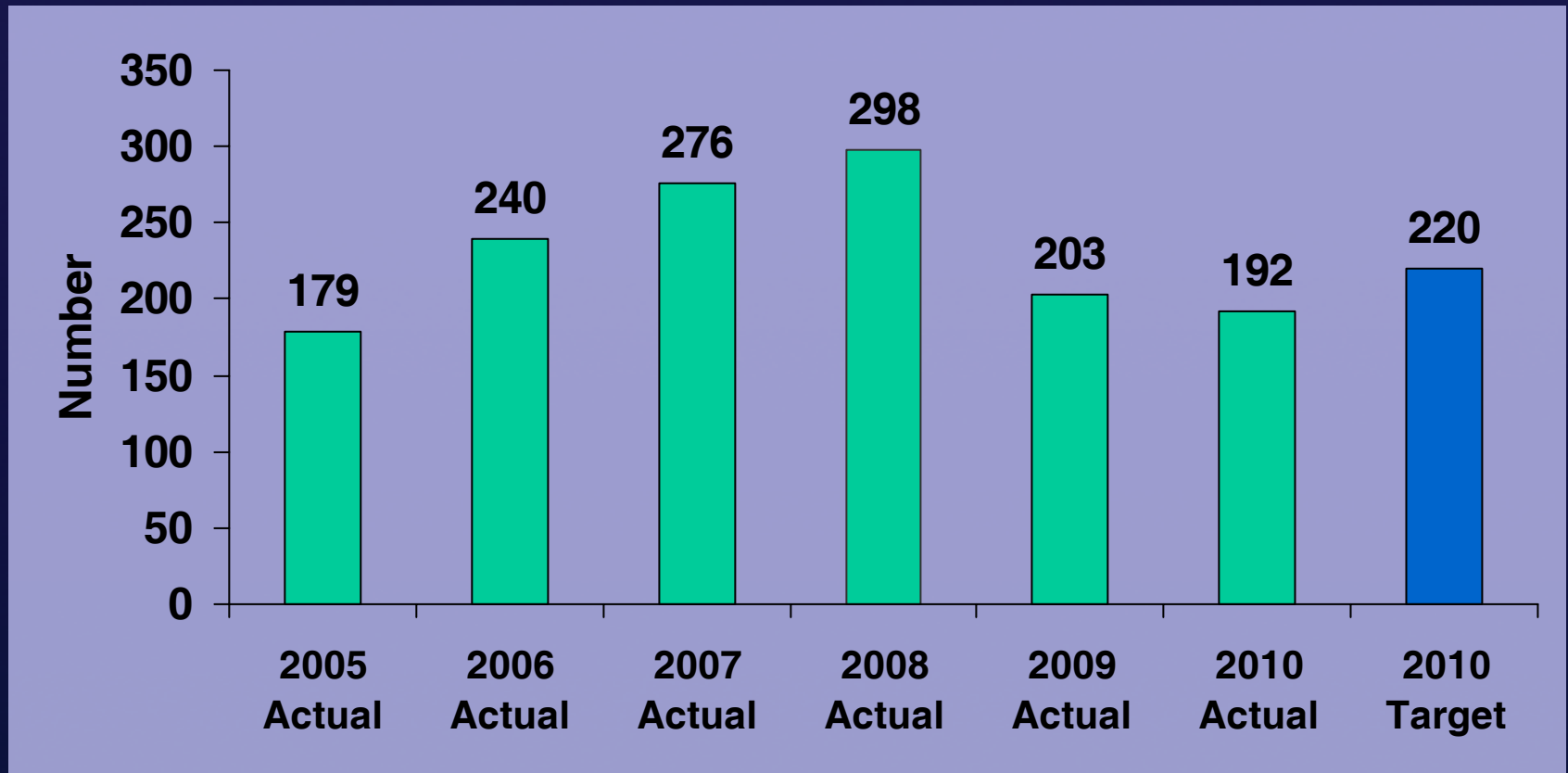
Results: New Products with Recommendations



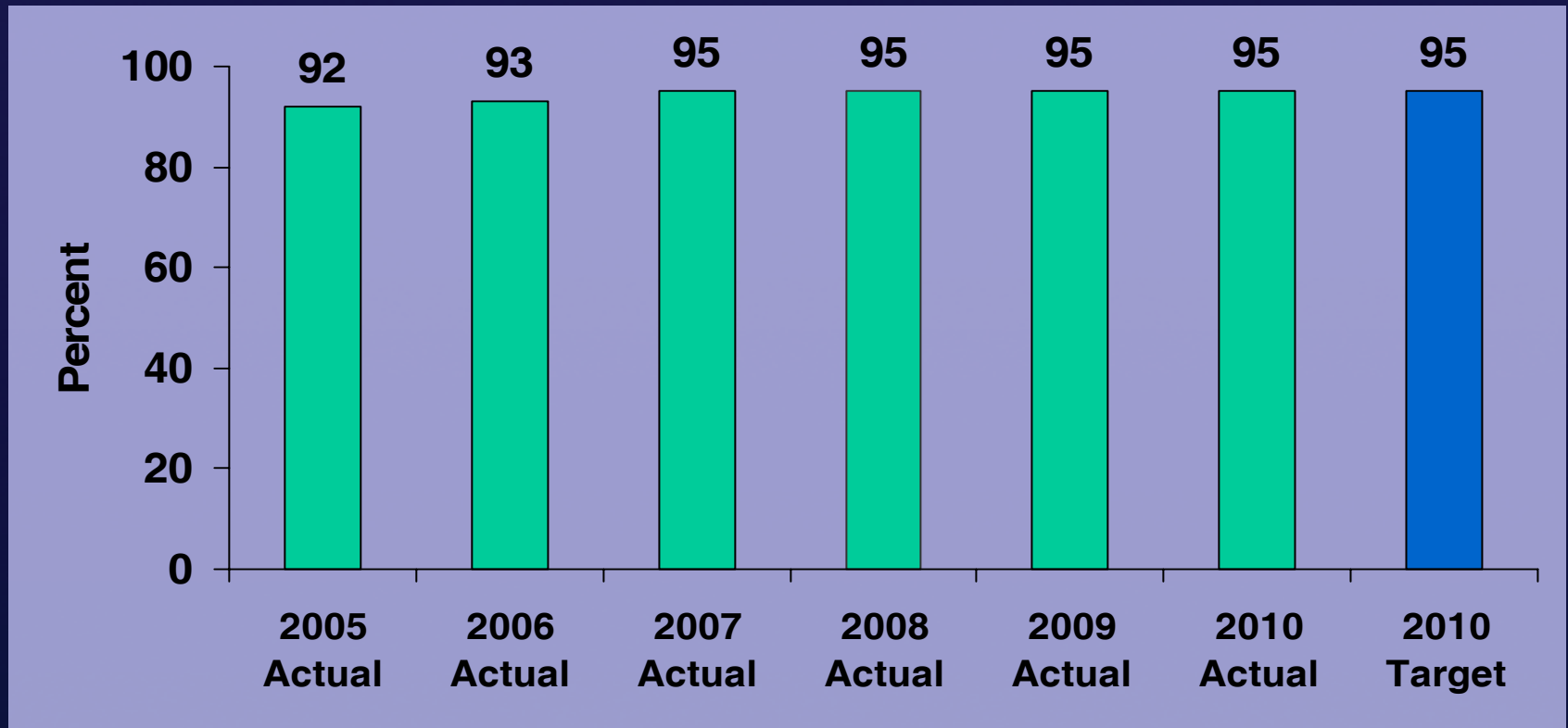
Results: Past Recommendations Implemented



Clients: Testimonies



Clients: Timeliness ¹



¹ Since fiscal year 2004 we have collected data from our client feedback survey on the quality and timeliness of our products, and in fiscal year 2006 we began to use the independent feedback from this survey as a basis for determining our timeliness.

Continuous Assessment Loop

