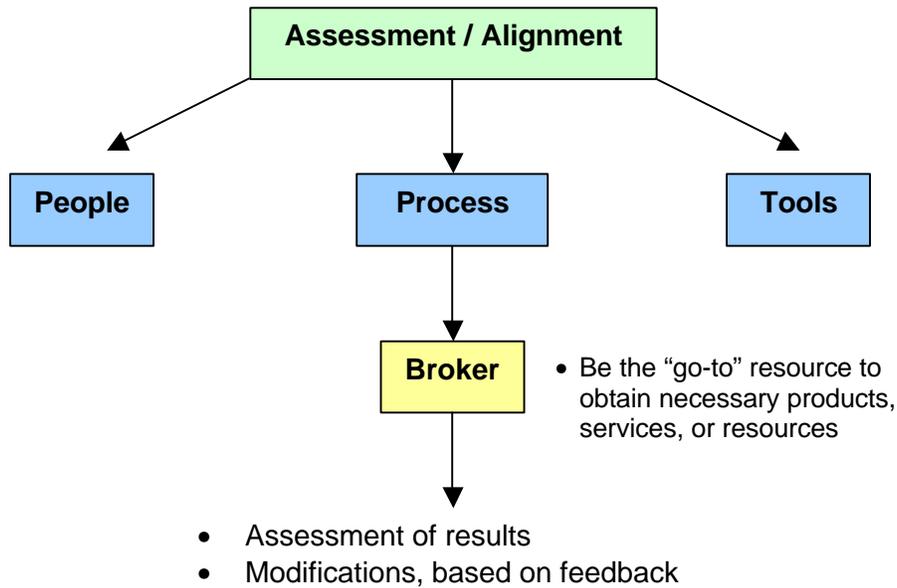


Performance Consultant Overview & Scorecard

FSA: Achieve Performance Excellence goals

FSAU: Assist organizational units understand and achieve desired performance goals through use of performance consultants

Performance Consultants:



Scorecard:

Contributions	Measures
Serve as resource for performance solutions	<ul style="list-style-type: none"> # of requests
Establish a clear process for providing products and services to customers	<ul style="list-style-type: none"> # of proposals # of new projects Response time (between request and proposal)
Deliver products and services to customer's satisfaction	<ul style="list-style-type: none"> # of completed projects Cost(s) Customer reception (feedback form)