

TO: Secretary Riley
FROM: COO Greg Woods
OSFA
RE: Weekly Report
DATE: August 29, 2000

PRINCIPAL OFFICE'S WORK ON PRESIDENTIAL INITIATIVES

Nothing to report.

OFFICIAL'S ACTIVITIES

National Performance Review Panel: COO Greg Woods is invited to participate in a National Performance Review (NPR) Panel on September 6, 2000, at the White House. The panel will discuss the use of the American Customer Service Index (ACSI) to focus agency initiatives and achieve better outcomes.

Leadership Forum: COO Greg Woods is invited to speak at the Leadership Forum on September 18, 2000, at American University in Washington, D.C.

DEPARTMENT NEWS

SFA Employee Award Ceremony: An employee award ceremony will be held on August 30, 2000, to recognize the efforts and successes of PBO employees.

CONGRESSIONAL TESTIMONY

Nothing to report.

LEGISLATIVE ACTIVITY

Nothing to report.

REPORTS

Nothing to report.