



**PROCUREMENT OFFICE QUALITY OBJECTIVES**

These objectives will be pursued in consonance with NASA’s overall objective of safety as well as MSFC’s and the Procurement Office’s values of People, Customers, Excellence, Innovation, Teamwork, and Integrity – –

- **Provide highly effective and efficient acquisition and business support to meet or exceed customer expectations.**

(Measured by metrics in the MSFC Implementation Plan, Procurement Office metric data, and customer surveys.)

- **Promote excellence through continuous personal development and organizational improvement as embodied in personal competence, commitment, and pride in the quality of our products and services.**

(Measured by training and educational accomplishments, results of internal and external reviews, and the development and implementation of corrective actions.)

MSFC FY2004 IMPLEMENTATION PLAN METRICS

IMPLEMENTING STRATEGY (IS-1)

ACHIEVE MANAGEMENT AND INSTITUTIONAL EXCELLENCE COMPARABLE TO NASA’S TECHNICAL EXCELLENCE

METRICS

- CONDUCT A SEMI-ANNUAL ASSESSMENT TO DETERMINE THE LEVEL OF SATISFACTION OF ALL CUSTOMERS SUPPORTED THROUGH THE USE OF AN AUTOMATED CUSTOMER SATISFACTION SYSTEM.
- MSFC WILL AWARD 16 PERCENT OF ITS DOLLARS AVAILABLE FOR CONTRACTING TO SMALL BUSINESS CONCERNS IN FY 2004.
- MSFC WILL AWARD SIX PERCENT OF ITS DOLLARS AVAILABLE FOR CONTRACTING TO SMALL DISADVANTAGED BUSINESSES IN FY 2004.
- MSFC WILL AWARD THREE PERCENT OF ITS DOLLARS AVAILABLE FOR CONTRACTING TO WOMEN-OWNED SMALL BUSINESSES IN FY 2004.
- MSFC WILL OBLIGATE 80 PERCENT OF AVAILABLE FUNDS TO PERFORMANCE-BASED CONTRACTS IN FY 2004.

PROCUREMENT OFFICE METRICS

- UNDEFINITIZED CONTRACT ACTIONS (UCA’S)
- PERFORMANCE BASED CONTRACTING PERCENTAGE
- COMPETITION PERCENTAGES
- ACQUISITION LEAD TIMES (MEASURED THROUGH CUSTOMER SURVEYS)