

OAK RIDGE NATIONAL LABORATORY

MANAGED BY UT-BATTELLE FOR THE DEPARTMENT OF ENERGY

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October 28, 2002

Mr. Stanley D. Frey
Program Support Branch
Department of Energy
Oak Ridge National Laboratory
Post Office Box 2008
Oak Ridge, Tennessee 37831-6269

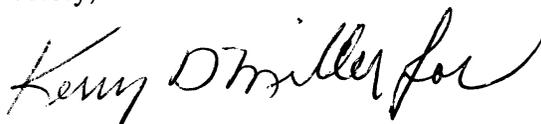
Dear Mr. Frey:

Contract DE-AC05-00OR22725, Life Cycle Asset Management (LCAM) FY 2002 Results Report

Attached for your review is the LCAM FY 2002 Results Report for Project Management, Operations and Maintenance, and Real and Personal Property Management. It is also located on the Web at <http://www.ornl.gov/camext/CAMIndex.htm> for your convenience.

If you have any questions or comments, please contact me at 574-3916.

Sincerely,



Lynn R. Eberhardt, Director
Integrated Operations Support

LRE:neh

Attachment

Mr. Stanley D. Frey

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October 28, 2002

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**LIFE CYCLE ASSET MANAGEMENT
PERFORMANCE MEASURES
FY 2002 RESULTS REPORT**

FOR THE

**OAK RIDGE NATIONAL
LABORATORY**

October 1, 2001 - September 30, 2002

**Prepared by
OAK RIDGE NATIONAL LABORATORY
Oak Ridge, Tennessee 37831-6302
managed by
UT-Battelle, LLC
for the
U.S. DEPARTMENT OF ENERGY
under contract DE-AC05-00OR22725**

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Executive Summary

Critical outcome objectives and performance measures in the Life Cycle Asset Management (LCAM) category in FY 2002 included three high-level contract performance areas: Project Management, Operations and Maintenance Management, and Real and Personal Property Management. Within these performance areas, 35 separate performance measures were tracked and assessed.

Each individual performance measure was assessed against specific criteria and evaluated as exceeding expectations, meeting expectations, or needing improvement. Numerical scores for individual performance measures were multiplied by assigned criteria weights to arrive at an index value for each functional area. The overall rating for each performance area was then determined by the calculated index value. The ratings for each functional area for FY 2001 and FY 2002 are as follows:

<u>Performance Area</u>	<u>Rating FY 2001</u>	<u>Rating FY 2002</u>
Project Management	Excellent	Excellent
Operations and Maintenance	Excellent	Excellent
Real and Personal Property Management	Outstanding	Excellent

Analysis: A number of performance measures exceeded expectations in Project Management (PM). Design and construction costs as a percentage of total project estimated cost in FY 2002 is 90% compared to 69% in the FY 1996 baseline year. This demonstrates continued improvement in this performance measure since ORNL assumed responsibility for construction management. Close out of completed projects also exceeded expectations.

Project Management (PM) had one measure that did not meet expectations: PM 2.2.1 – Sum of estimated schedules in months for projects that have been baselined (both ongoing and projects completed during the FY) divided by sum of approved baseline schedules in months for those projects. (Separate measures for GPPs and line items.)

Greater emphasis will be placed upon areas that affect this measure. Often, projects are planned with unrealistic schedules that do not account for unanticipated delays. Schedule development will be improved to allow appropriate contingency in the schedule.

Of the 21 Operations and Maintenance (OM) performance measures, 12 exceeded expectations. Opportunities for improvement exist with the percentage of programmed maintenance worked on heavy equipment and the cumulative hours of sanitary sewer service outages.

Six of eight Real and Personal Property Management (RP) performance elements exceeded expectations. There were no issues in Real and Personal Property Management.

Scoring Methodology for Life Cycle Asset Management (LCAM) Measures

The LCAM contract measures are composite indices of more detailed process level measures in each LCAM functional area contained in the *ORNL LCAM Data Collection Plan*. The process level measures are evaluated by comparing the result of each measure to negotiated values for “meets expectations,” “exceeds expectations,” and “needs improvement.” The LCAM criteria, criteria weights, process level measures, and expectations necessary to calculate the contract measures can be found in the *ORNL LCAM Data Collection Plan*. The process for calculating the contract measures from the process level measures and evaluating performance on each LCAM functional area is as follows:

Each process level measure was scored according to performance attained using the following point count scheme:

Exceeds expectations	10
Meets expectations	9
Needs improvement	8

The average score C_i for each criteria was calculated:

$$\begin{aligned}
 C_i &= \frac{1}{N} \sum P_n \\
 P_n &= \text{Scores of Performance Measures in Criteria I} \\
 N &= \text{Number of Measures in Criteria I}
 \end{aligned}$$

The weighted average of criteria scores was calculated for each functional area:

$$\begin{aligned}
 I_x &= \sum W_i C_i \\
 I_x &= \text{Index of Functional Area X} \\
 W_i &= \text{Weight for Each Criteria I} \\
 C_i &= \text{Average Criteria Score}
 \end{aligned}$$

The final rating for each functional area was determined by comparing the index value (I_x) to the following table.:

Outstanding	=	97.5 - 100
Excellent	=	92.5 - 97.4
Good	=	90.0 - 92.4
Unsatisfactory	=	<90.0

**OS-A Life Cycle Asset Management: Project Management (FY 2002)
Period Ending 9/30/02**

Measure	Element Score Qtr 1	Element Score Cum-Qtr 2	Element Score Cum-Qtr 3	Element Score Cum-Qtr 4	Criteria Weight	Cumulative Criteria Score	Cumulative Final Score (Percent)
PM1	10.00	10.00	10.00	10.00	0.30	3.0000	
PM1.1	10.00	10.00	10.00	10.00			
PM2	9.00	9.00	9.00	9.00	0.60	5.4000	
PM2.1.1	10.00	10.00	10.00	10.00			
PM2.1.2	9.00	9.00	9.00	9.00			
PM2.2.1	8.00	8.00	8.00	8.00			
PM2.2.2	9.00	9.00	9.00	9.00			
PM3	10.00	10.00	10.00	10.00	0.10	1.0000	
PM 3.1	10.00	10.00	10.00	10.00			
Cum Total	94.00%	94.00%	94.00%	94.00%	1.00	9.4000	94.00%

RATING: EXCELLENT

ORNL Business Management Review Self-Assessment for FY 2002

**ORNL Engineering and Construction Management
Period Ending 9/30/02**

Performance Objective

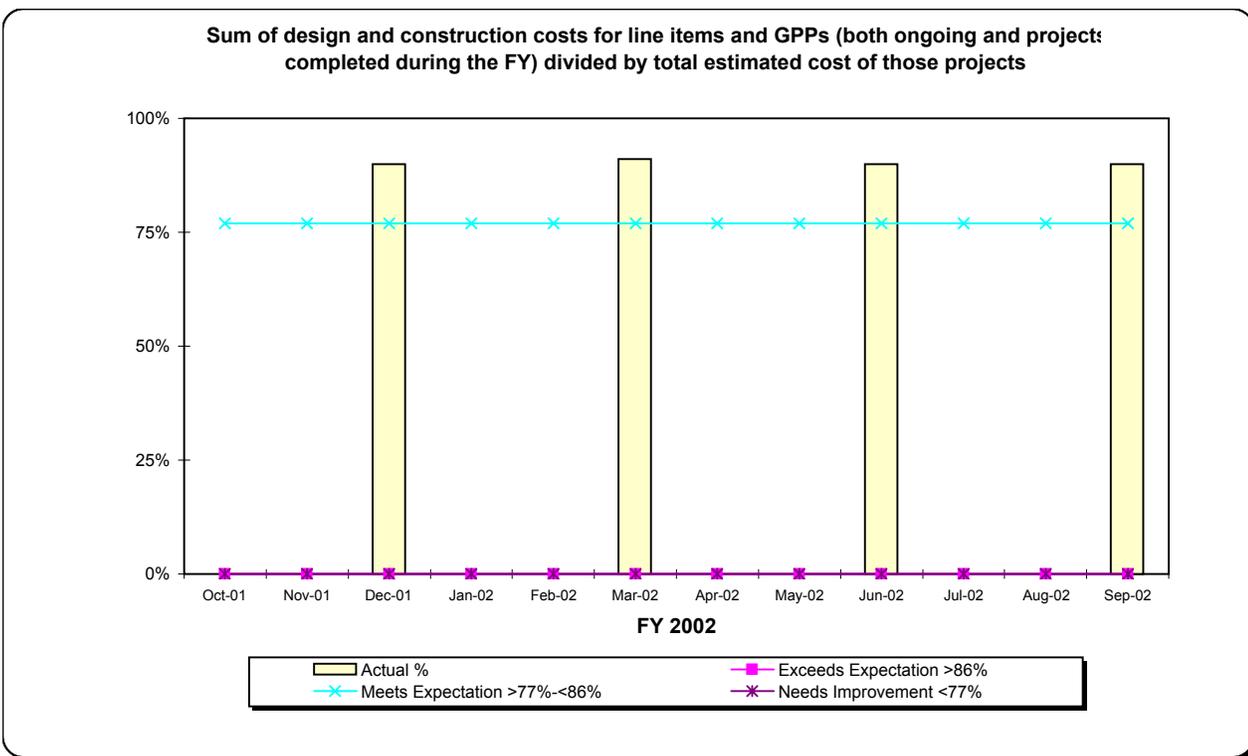
1. Demonstrate efficient use of capital funds for Engineering design and construction activities.

Performance Measure

1.1 Sum of design and construction costs for line items and GPPs¹ (both ongoing and projects completed during the FY) divided by total estimated cost of those projects. (Note: Design and construction costs are architect/engineer and construction contract amounts).

Performance Expectation 1.1.1

FY 2002
 Exceeds: $\geq 86\%$
 Meets: $\geq 77\% - < 86\%$
 Needs Improvement: $< 77\%$
 Actual: 90%



1.1 Demonstrate savings-D&C %/FY-96 D&C %	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation >86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%	>86%
Meets Expectation >77%-<86%	77%	77%	77%	77%	77%	77%	77%	77%	77%	77%	77%	77%
Needs Improvement <77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%	<77%
Actual %			90%			91%			90%			90%

- List only GPPs that have a detailed cost estimate; use current working estimate costs if different from baseline costs.
- Design cost is Architect/Engineer (A/E) or "in-house" Title I and II. Construction costs are Fixed Priced Sub-Contract (FPSC)/direct hire (either Construction Manager or P&E) directly related to construction and materials procurement costs. For projects completed during FY, use final or estimated final costs.

Baseline	Approve	Current	Estimated	% of
TEC	Fin Plan	TEC	Design&Const	TEC
155,458	65,505	153,789	138,492	90%

Title	Projects in Performance Measure			Estimated		% of TEC
	Baseline	Approved	Forecast	Design&Const		
	TEC	Fin Plan	TEC	Cost		
Fire Protection Upgrade	1,275	1,307	1,307	1,011	77%	
Water Reservoir No. 1	1,700	1,426	1,426	1,258	88%	
HFIR Cooling Tower	4,800	4,050	4,050	3,322	82%	
3500 Nano Science	1,800	1,800	1,800	1,400	78%	
Advance Materials Characterization Laboratory	4,800	2,260	4,800	4,230	88%	
East Campus Electrical Upgrade	765	765	765	700	92%	
Building 1061 Modification	203	203	203	165	81%	
7602 High Bay Area Upgr.	850	850	850	710	84%	
6th Street Parking Improvements-Design only	173	173	164	115	70%	
6026 Gravel Lot Extension/Paving	1,175	1,155	1,154	1,074	93%	
4500N Parking Lot Addition	535	535	509	471	93%	
6026 North Parking Lot Improvements	467	467	467	421	90%	
Chemical Reuse Center, Building 7013	100	100	98	77	79%	
ORNL Entrance Signs & Landscaping (Abandoned)	93	93	93	73	78%	
5th Street Entrance Mods.(Abandoned)	7	7	7	7	100%	
5th Street Southside Avenue Parking Lot	275	275	250	202	81%	
Rebuild Steam Station & Supply piping, Bldg 7920	750	50	675	550	81%	
7000 Area Parking Lot Expansion	110	110	110	88	80%	
East Campus Infrastructure Improvements	35	35	30	23	77%	
Southside Parking	80	80	75	70	93%	
Natural Gas Line	340	340	300	260	87%	
6007 Roof Modification	185	160	168	140	83%	
Upgrade Sewage Collection, East Campus	225	40	185	150	81%	
Way Finding Signs	375	260	350	317	91%	
5th Street Entrance Mods.	220	220	220	182	83%	
East Campus Storm Drain Modifications	350	90	325	300	92%	
East Campus Utility Modifications	600	75	550	500	91%	
Facility Upgrades, Building 4512	425	125	365	340	93%	
5510A Renovations-Metrology Services/Measurements	330	105	310	225	73%	
Roads and Parking Lots Paving	400	390	400	365	91%	
Central Avenue Extension	1,225	85	1,000	950	95%	
Bethel Valley Road Access Controls	2,875	2,875	2,875	2,665	93%	
Sub-Total GPPs	27,543	20,506	25,881	22,361	86%	
Replace Det. Roofing	14,995	14,995	14,988	14,026	94%	
Electrical Systems Upgrade	5,900	5,900	5,900	5,105	87%	
Upgrade HVAC	7,100	3,500	7,100	5,816	82%	
Fire Protection Systems Upgrade	5,920	3,704	5,920	4,528	76%	
Laboratory for Comparative and Functional Genomics	13,900	13,900	13,900	13,330	96%	
Research Support Center	16,100	1,500	16,100	14,326	89%	
Center for Nanophase Materials Science	64,000	1,500	64,000	59,000	92%	
Sub-Total LIs	127,915	44,999	127,908	116,131	91%	
Total	155,458	65,505	153,789	138,492	90%	

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Engineering and Construction Management
Period Ending 9/30/02

Performance Objective

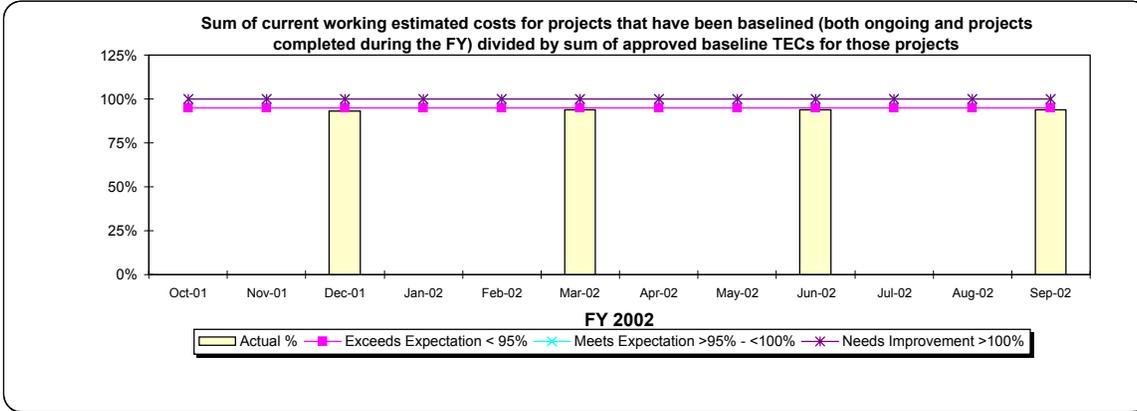
2. Approved technical, cost, and schedule baselines³ are met without significant changes.

Performance Measure

2.1 Sum of current working estimated costs for projects that have been baselined (both ongoing and projects completed during the FY) divided by sum of approved baseline TECs for those projects. (Separate measure for GPPs and line items.)

Performance Expectation 2.1.1

FY 2002
Exceeds: ≤ 95%
Meets: >95% - ≤100%
Needs Improvement: >100%
Actual: 93.97%



2.1.1 Est/Act CWEs /Baseline TECs	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation ≤ 95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Meets Expectation >95% - ≤100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Needs Improvement >100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual %			93%			94%			94%			93.97%

3. Approved baselines are defined in the Preliminary Proposal (updated after Title I) for GPPs and upon approval of CD-2 (Title I) for Line Items. After completion of Title I, baselines are adjusted through Project Change Orders (PCOs) Baseline Change Proposals (BCPs).

Projects in Performance Measure

Title	Baseline		% of
	TEC	CWEs	
Fire Protection Upgrade	1,275	1,307	103%
Water Reservoir No. 1	1,700	1,426	84%
HFIR Cooling Tower	4,800	4,050	84%
3500 Nano Science	1,800	1,800	100%
Advance Materials Characterization Laboratory	4,800	4,800	100%
Bethel Valley Road Access Controls	2,875	2,875	100%
East Campus Electrical Upgrade	765	765	100%
Building 1061 Modification	203	203	100%
7602 High Bay Area Upgr.	850	850	100%
6th Street Parking Improvements-Design only	173	164	95%
6026 Gravel Lot Extension/Paving	1,175	1,154	98%
4500N Parking Lot Addition	535	509	95%
6026 North Parking Lot Improvements	467	467	100%
Chemical Reuse Center, Building 7013	100	98	98%
ORNL Entrance Signs & Landscaping	93	93	100%
5th Street Entrance Mods.	7	7	100%
5th Street Southside Avenue Parking Lot	275	250	91%
Rebuild Steam Station & Supply piping, Bldg 7920	750	675	90%
7000 Area Parking Lot Expansion	110	110	100%
East Campus Infrastructure Improvements	35	30	86%
Southside Parking	80	75	94%
Natural Gas Line	340	300	88%
6007 Roof Modification	185	168	91%
Upgrade Sewage Collection, East Campus	225	185	82%
Way Finding Signs	375	350	93%
5th Street Entrance Mods.	220	220	100%
East Campus Storm Drain Modifications	350	325	93%
East Campus Utility Modifications	600	550	92%
Facility Upgrades, Building 4512	425	365	86%
5510A Renovations-Metrology Services/Measurements Lab	330	310	94%
Roads and Parking Lots Paving	400	400	100%
Central Avenue Extension	1,225	1,000	82%
Total	27,543	25,881	93.97%

ORNL Business Management Review Self-Assessment for FY 2002

**ORNL Engineering and Construction Management
Period Ending 9/30/02**

Performance Objective

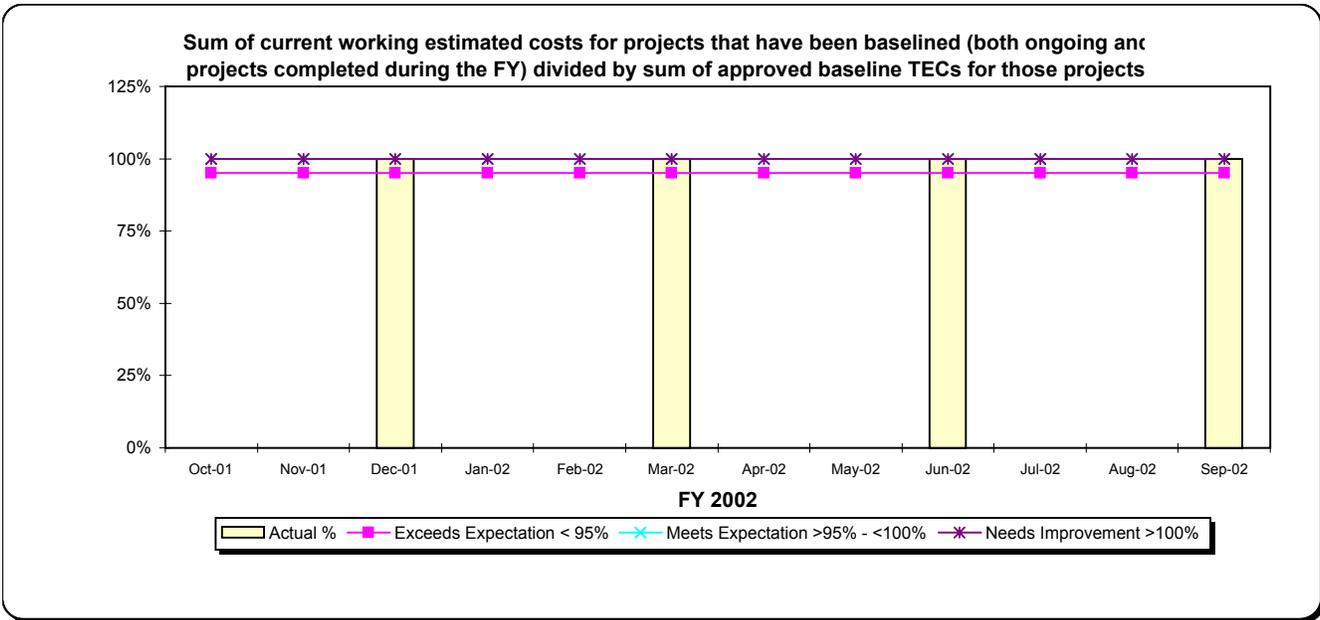
2. Approved technical, cost, and schedule baselines³are met without significant changes.

Performance Measure

2.1 Sum of current working estimated costs for projects that have been baselined (both ongoing and projects completed during the FY) divided by sum of approved baseline TECs for those projects. (Separate measure for GPPs and line items.)

Performance Expectation 2.1.2

FY 2002
 Exceeds: ≤ 95%
 Meets: >95% - ≤100%
 Needs Improvement: >100%
 Actual: 100%



2.1.2 Est/Act CWEs/Baseline TECs	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation ≤ 95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Meets Expectation >95% - ≤100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Needs Improvement >100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual %			100%			100%			100%			100%

3. Approved baselines are defined in the Preliminary Proposal (updated after Title I) for GPPs and upon approval of CD-2 (Title I) for Line Items. After completion of Title I, baselines are adjusted through Project Change Orders (PCOs) Baseline Change Proposals (BCPs).

Projects in Performance Measure

Title	Baseline TEC	CWEs	% of TEC
Electrical Systems Upgrade	5,900	5,900	100%
Upgrade HVAC	7,100	7,100	100%
Fire Protection Systems Upgrade	5,920	5,920	100%
Laboratory for Comparative and Functional Genomics	13,900	13,900	100%
Research Support Center	16,100	16,100	100%
Center for Nanophase Materials Science	64,000	64,000	100%
Total	112,920	112,920	100%

ORNL Engineering and Construction Management
Period Ending 9/30/02

Performance Objective

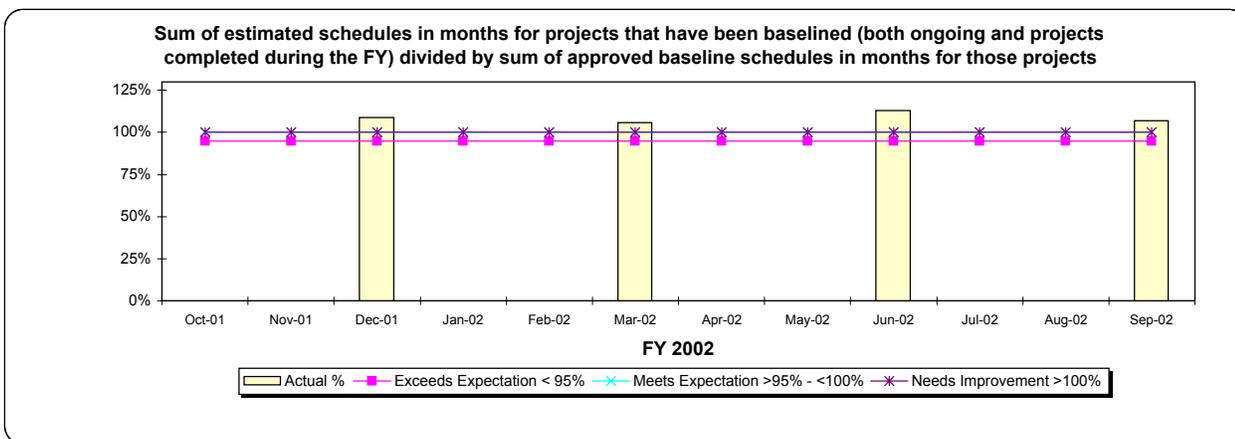
2. Approved technical, cost, and schedule baselines³ are met without significant changes.

Performance Measure

2.2. Sum of estimated schedules in months for projects that have been baselined (both ongoing and projects completed during the FY) divided by sum of approved baseline schedules in months for those projects. (Separate measures for GPPs and line items.)

Performance Expectation 2.2.1

FY 2002
Exceeds: ≤ 95%
Meets: >95% - ≤100%
Needs Improvement: >100%
Actual: 107%



2.2.1 Est/Act Duration/Baseline Duration	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation ≤ 95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Meets Expectation >95% - <100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Needs Improvement >100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual %			109%			106%			113%			107%

3. Approved baselines are defined in the Preliminary Proposal (updated after Title I) for GPPs and upon approval of CD-2 (Title I) for Line Items. After completion of Title I, baselines are adjusted through Project Change Orders (PCOs) Baseline Change Proposals (BCPs).

Projects in Performance Measure

Title	Baseline Schedule Duration	Estimated/Actual Schedule Duration	% of Schedule
Fire Protection Upgrade	35 months	37 months	106%
Water Reservoir No. 1	12 months	16 months	133%
HFIR Cooling Tower	9 months	10 months	111%
3500 Nano Science	35 months	35 months	100%
Advance Materials Characterization Laboratory	22 months	29 months	132%
Bethel Valley Road Access Controls	7 months	8 months	114%
East Campus Electrical Upgrade	13 months	20 months	154%
Building 1061 Modification	11 months	11 months	100%
7602 High Bay Area Upgr.	38 months	41 months	108%
6th Street Parking Improvements-Design only	5 months	5 months	100%
6026 Gravel Lot Extension/Paving	8 months	11 months	138%
4500N Parking Lot Addition	12 months	9 months	75%
6026 North Parking Lot Improvements	10 months	7 months	70%
Chemical Reuse Center, Building 7013	5 months	5 months	100%
ORNL Entrance Signs & Landscaping	3 months	8 months	267%
5th Street Entrance Mods.	12 months	12 months	100%
5th Street Southside Avenue Parking Lot	6 months	6 months	100%
Rebuild Steam Station & Supply piping, Bldg 7920	16 months	16 months	100%
7000 Area Parking Lot Expansion	8 months	8 months	100%
East Campus Infrastructure Improvements	2 months	2 months	100%
Southside Parking	9 months	9 months	100%
Natural Gas Line	9 months	9 months	100%
6007 Roof Modification	4 months	4 months	100%
Upgrade Sewage Collection, East Campus	5 months	5 months	100%
Way Finding Signs	14 months	14 months	100%
5th Street Entrance Mods.	14 months	14 months	100%
East Campus Storm Drain Modifications	4 months	4 months	100%
East Campus Utility Modifications	4 months	4 months	100%
Facility Upgrades, Building 4512	6 months	6 months	100%
5510A Renovations-Metrology Services/Measurements Lab	5 months	5 months	100%
Roads and Parking Lots Paving	3 months	3 months	100%
Central Avenue Extension	27 months	27 months	100%
Total	373 months	400 months	107%

ORNL Business Management Review Self-Assessment for FY 2002

**ORNL Engineering and Construction Management
Period Ending 9/30/02**

Performance Objective

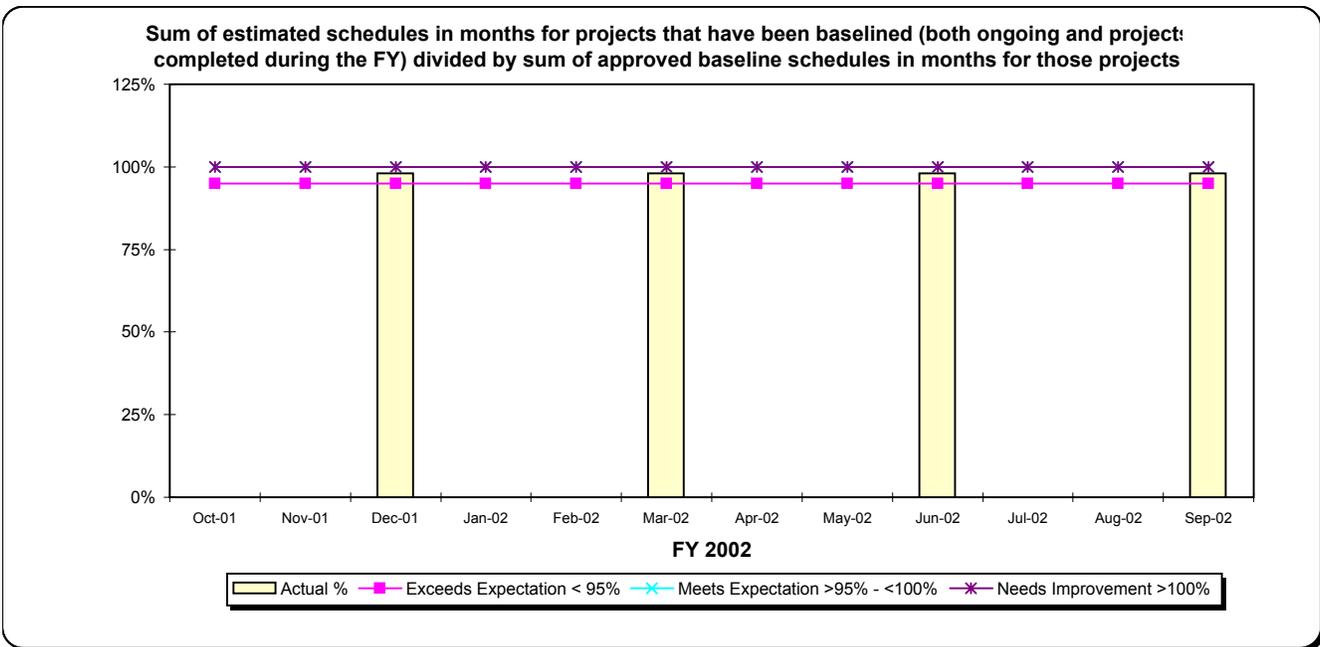
2. Approved technical, cost, and schedule baselines³are met without significant changes.

Performance Measure

2.2. Sum of estimated schedules in months for projects that have been baselined (both ongoing and projects completed during the FY) divided by sum of approved baseline schedules in months for those projects. (Separate measures for GPPs and line items.)

Performance Expectation 2.2.2

FY 2002
 Exceeds: ≤ 95%
 Meets: >95% - ≤100%
 Needs Improvement: >100%
 Actual: 98%



2.2.2 Est/Act Duration/Baseline Duration	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation ≤ 95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Meets Expectation >95% - ≤100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Needs Improvement >100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual %												98%

3. Approved baselines are defined in the Preliminary Proposal (updated after Title I) for GPPs and upon approval of CD-2 (Title I) for Line Items. After completion of Title I, baselines are adjusted through Project Change Orders (PCOs) Baseline Change Proposals (BCPs).

Projects in Performance Measure

Title	Baseline Schedule	Forecast Duration	% of Schedule
Electrical Systems Upgrade	34 mo.	34 mo.	100%
Upgrade HVAC	42 mo.	38 mo.	90%
Fire Protection Systems Upgrade	48 mo.	48 mo.	100%
Laboratory for Comparative and Functional Genomics	42 mo.	42 mo.	100%
Research Support Center	39 mo.	39 mo.	100%
Center for Nanophase Materials Science	57 mo.	57 mo.	100%
Total	262 mo.	258 mo.	98%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Engineering and Construction Management
Period Ending 9/30/02

Performance Objective

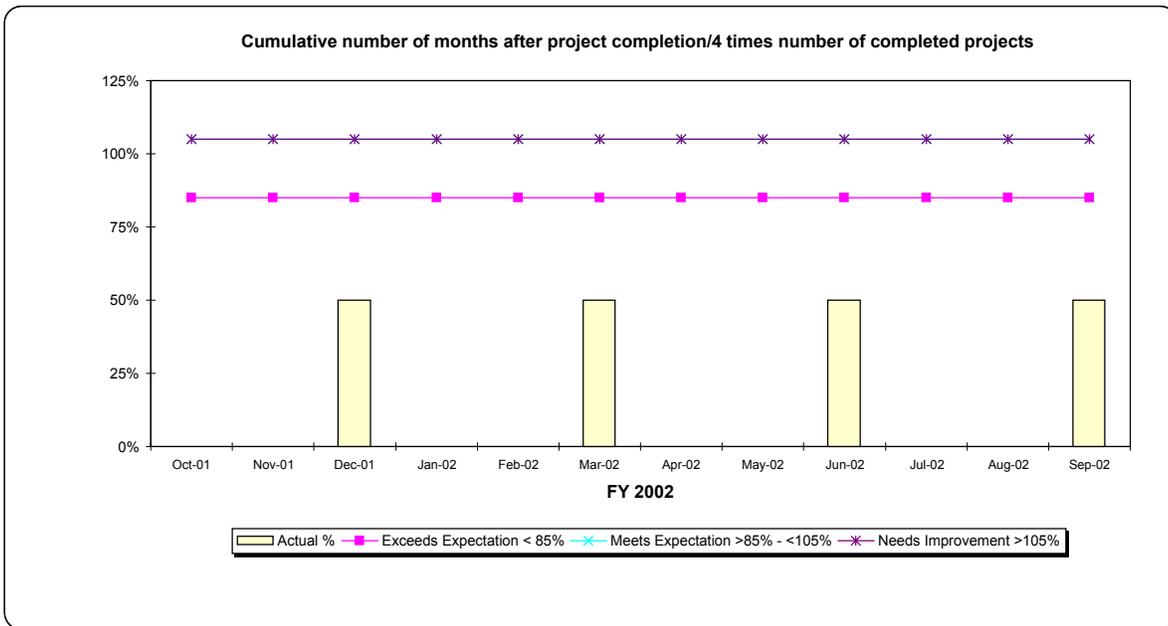
3. Capital projects are closed in a timely fashion.

Performance Measure

3.1 Cumulative number of months after project completion/4 times number of completed projects.⁴

Performance Expectation 3.1.1

FY 2002
Exceeds: ≤ 85%
Meets: >85% - ≤105%
Needs Improvement: >105%
Actual to Date: 70%



4. Project completion is defined as beneficial occupancy for buildings and date of fieldwork completion (final acceptance report signed) if other than a building.

3.2.1 Facility turnover/project closeout	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Exceeds Expectation < 85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Meets Expectation >85% - <105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%
Needs Improvement >105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%	105%
Actual %			50%			50%			50%			50%

Projects in Performance Measure

Title	Actual Compl	FT/PC Compl	FT/PC Duration	FT/PC %
6th Street Parking Improvements-Design only	Sep-01	Dec-01	3	75%
Water Reservoir No. 1	Oct-01	Dec-01	2	50%
Fire Protection Upgrade	Nov-01	Feb-02	3	75%
4500N Parking Lot Addition	Dec-01	May-02	5	125%
Building 1061 Modification	Dec-01	Jan-02	1	25%
Building 1061 Modification	Dec-01	Mar-02	3	75%
6026 Gravel Lot Extension/Paving	Feb-02	May-02	3	75%
6026 North Parking Lot Improvements	Feb-02	May-02	3	75%
ORNL Entrance Signs & Landscaping	Mar-02	Jul-02	4	100%
5th Street Entrance Mods.	Jun-02	Jul-02	1	25%
Bethel Valley Road Access Controls	Jun-02			
5th Street Entrance Mods.	Sep-02			
5th Street Southside Avenue Parking Lot	Sep-02			
7000 Area Parking Lot Expansion	Sep-02			
East Campus Infrastructure Improvements	Sep-02			
Southside Parking	Sep-02			

Performance measure in months/percent

2.8

70%

**OS-B Life Cycle Asset Management: Operations & Maintenance Management (FY 2002)
Period Ending 9/30/02**

Measure	Element Score Qtr 1	Element Score Cum-Qtr 2	Element Score Cum-Qtr 3	Element Score Cum-Qtr 4	Cumulative Criteria Score	Cumulative Criteria Score	Cumulative Final Score (Percent)
OM1	10.00	10.00	10.00	10.00	0.15	1.5000	
OM1.1	10.00	10.00	10.00	10.00			
OM2	9.67	9.67	9.67	9.67	0.35	3.3833	
OM2.1	9.00	9.00	9.00	9.00			
OM2.2	10.00	10.00	10.00	10.00			
OM2.3	10.00	10.00	10.00	10.00			
OM3	9.00	9.00	9.17	9.17	0.15	1.3750	
OM3.1	10.00	10.00	10.00	10.00			
OM3.2	10.00	10.00	10.00	10.00			
OM3.3	9.00	9.00	9.00	9.00			
OM3.4	8.00	8.00	9.00	9.00			
OM3.5	8.00	8.00	8.00	8.00			
OM3.6	9.00	9.00	9.00	9.00			
OM4	10.00	9.60	9.60	9.20	0.15	1.3800	
OM4.1	10.00	10.00	10.00	9.00			
OM4.2	10.00	10.00	10.00	9.00			
OM4.3	10.00	10.00	10.00	10.00			
OM4.4	10.00	8.00	8.00	8.00			
OM4.5	10.00	10.00	10.00	10.00			
OM5	10.00	9.50	9.50	10.00	0.15	1.5000	
OM5.1	10.00	9.00	9.00	10.00			
OM5.2	10.00	10.00	10.00	10.00			
OM5.3*	NA	NA	NA	NA			
OM6	9.67	10.00	10.00	10.00	0.05	0.5000	
OM6.1	10.00	10.00	10.00	10.00			
OM6.2	10.00	10.00	10.00	10.00			
OM6.3	9.00	10.00	10.00	10.00			
Cum Total	97.18%	95.98%	96.23%	96.38%	1.00	9.6383	96.38%

RATING: EXCELLENT

*OM 5.3 has no expectation beyond reporting.

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

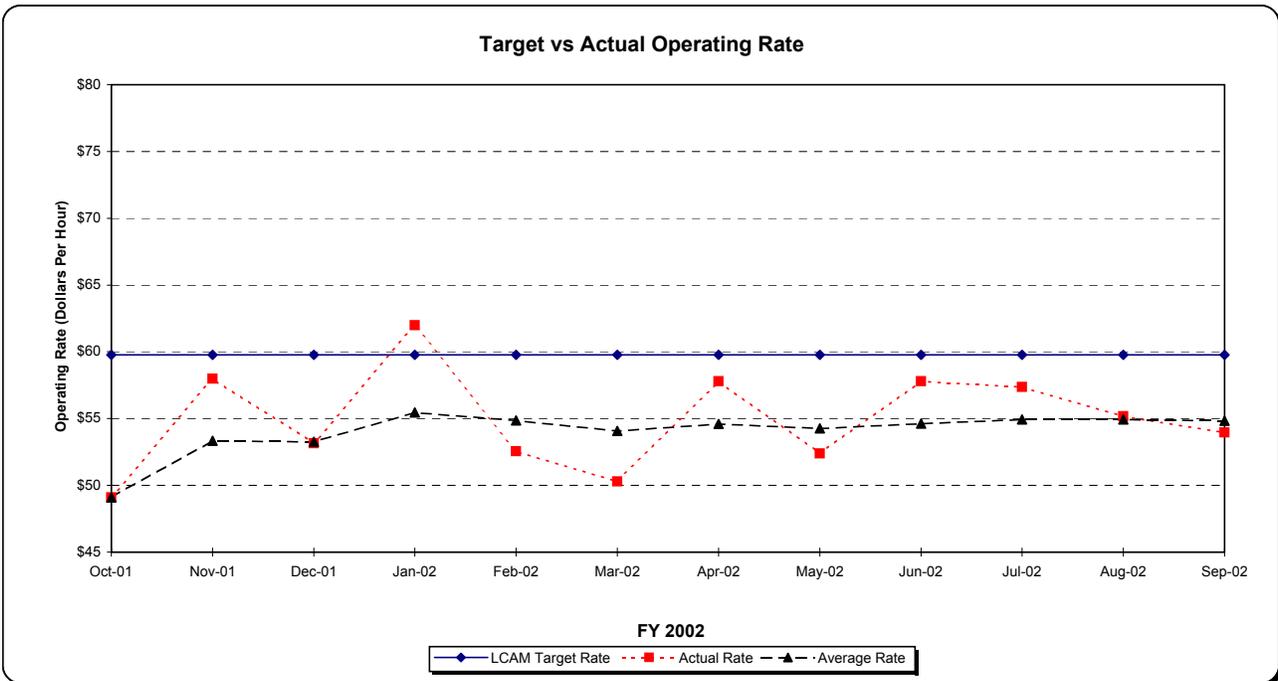
Performance Objective

OM-1. The maintenance rate is effectively managed and maintained.

Performance Measure

1.1 The general maintenance rate expressed as a percentage of the target rate for the fiscal year.

Performance Expectation Exceeds: <98%
 Meets: 98% - 102%
 Needs Improvement: >102%
 Performance Measure **Actual to Date 91.7%**



Measure 1.1	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
LCAM Target Rate	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77	\$59.77
Actual Rate	\$49.11	\$57.99	\$53.15	\$61.99	\$52.54	\$50.28	\$57.81	\$52.38	\$57.81	\$55.18	\$53.96	\$53.96
Average Rate	\$49.11	\$53.34	\$53.28	\$55.47	\$54.87	\$54.08	\$54.60	\$54.26	\$54.62	\$54.92	\$54.95	\$54.84
Total Org Burden Cost	\$1,304,400	\$1,533,203	\$1,606,932	\$1,578,212	\$1,583,268	\$1,373,072	\$1,583,799	\$1,670,753	\$1,432,864	\$1,629,341	\$1,652,364	\$1,947,993
Total Org Burden hrs	75,934	69,446	76,945	75,912	77,186	78,066	72,427	95,054	69,350	84,441	78,482	104,983
Org Burden Rate	\$17.18	\$22.08	\$20.88	\$20.79	\$20.51	\$17.59	\$21.87	\$17.58	\$20.66	\$19.30	\$21.05	\$18.56
Average Wage Pool Cost	\$2,791,606	\$2,844,470	\$2,822,334	\$3,509,752	\$2,787,817	\$2,863,870	\$2,991,916	\$3,721,056	\$2,953,368	\$3,704,448	\$3,064,099	\$4,085,585
Average Wage Pool hours	87,433	79,204	87,476	85,187	87,037	87,606	83,253	106,908	79,510	97,276	89,784	115,400
Average Wage Pool Rate	\$31.93	\$35.91	\$32.26	\$41.20	\$32.03	\$32.69	\$35.94	\$34.81	\$37.14	\$38.08	\$34.13	\$35.40

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

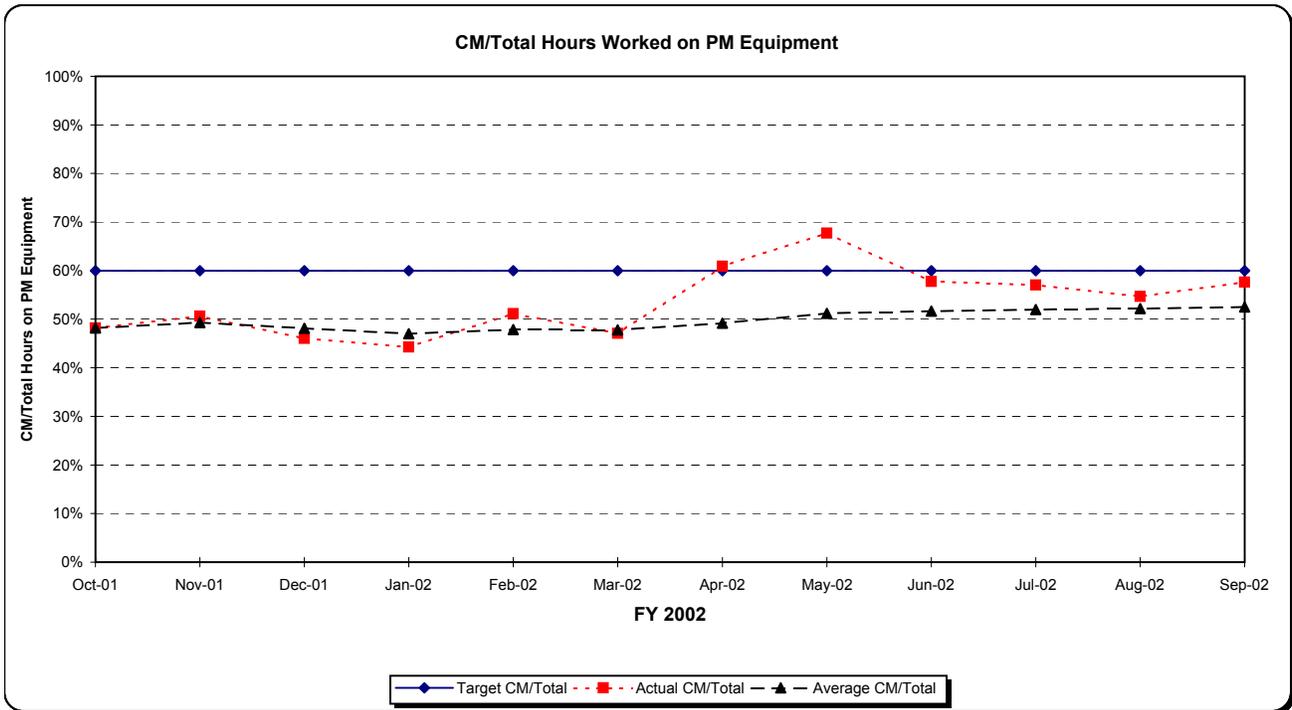
Performance Objective

OM-2. The Maintenance Management Program is efficient and includes, as a minimum: a work management system, a configuration management program, and a system for management and conduct of preventative, corrective, and predictive maintenance.

Performance Measure

2.2 Percentage of corrective maintenance hours worked on PM equipment in relation to total hours.

Performance Expectation	Exceeds:	<60%
	Meets:	60% - 68%
	Needs Improvement:	>68%
Performance Measure	Actual to Date	52.5%



Measure 2.2	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Target CM/Total	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
Actual CM/Total	48.2%	50.6%	46.0%	44.3%	51.2%	47.1%	60.9%	67.7%	57.7%	57.0%	54.7%	57.6%
Average CM/Total	48.2%	49.3%	48.1%	47.0%	47.9%	47.8%	49.2%	51.2%	51.7%	52.0%	52.2%	52.5%
CM Hours	2,746	2,410	2,707	2,770	3,055	2,502	2,465	3,148	1,923	1,821	2,093	1,832
Total Hours	5,701	4,761	5,884	6,256	5,972	5,313	4,046	4,649	3,331	3,192	3,828	3,180

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

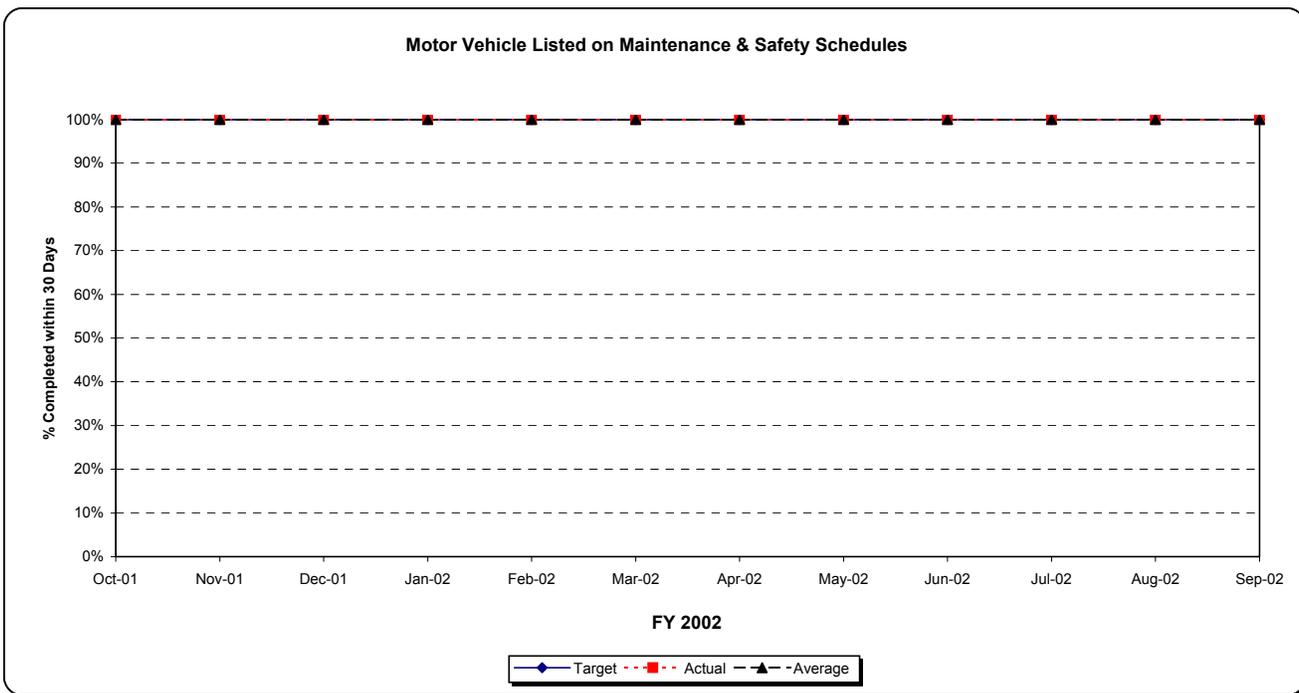
Performance Objective

OM-3 Motor vehicle and heavy equipment maintenance is timely and effective.

Performance Measure

3.1 Percentage of motor vehicles listed on official maintenance and safety schedules within 10 business days of receipt.

Performance Expectation	Exceeds:	100%
	Meets:	98% - 99.9%
	Needs Improvement:	<98%
	Actual to Date	100.0%



Measure 3.1	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Average	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Items Received	0	0	2	2	0	0	1	8	1	3	0	3
Listed within 10 business days	0	0	2	2	0	0	1	8	1	3	0	3

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

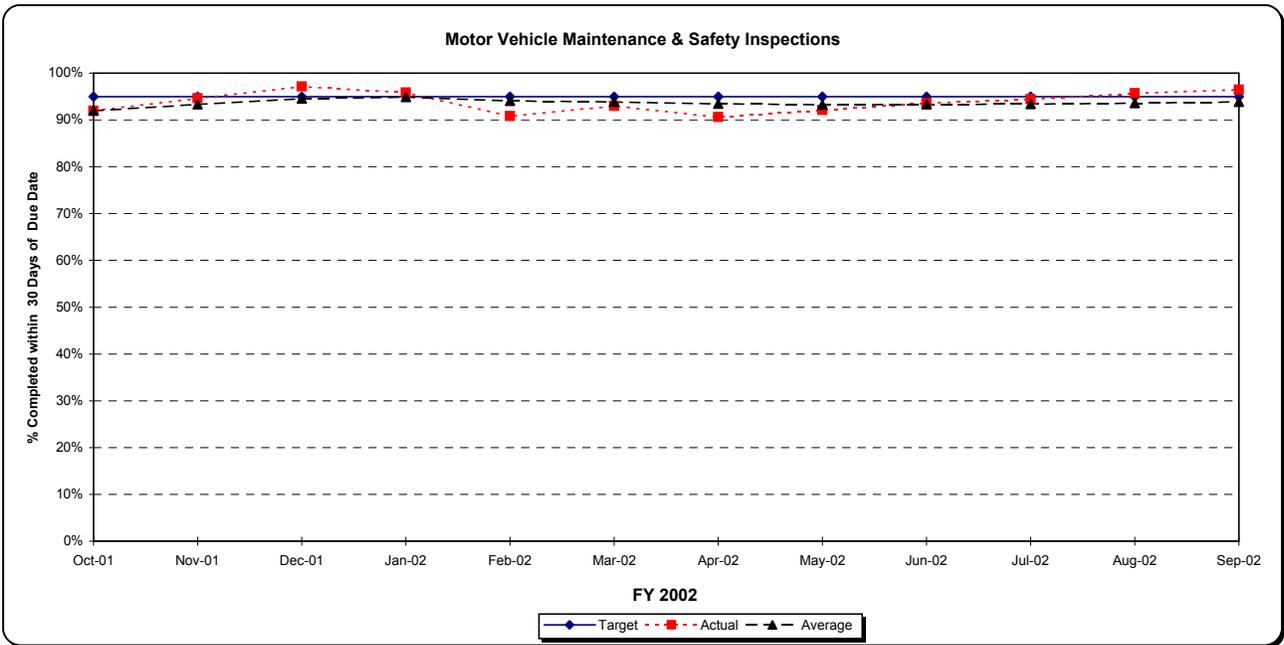
OM-3 Motor vehicle and heavy equipment maintenance is timely and effective.

Performance Measure

3.3 Percentage of motor vehicle maintenance and safety inspections completed and documented within 30 days of the due date.

Performance Expectation

Exceeds: >95%
 Meets: 90%-95%
 Needs Improvement: <90%
Actual to Date 93.9%



Measure 3.3	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Actual	92.0%	94.7%	97.1%	95.8%	90.8%	93.0%	90.6%	92.1%	93.6%	94.4%	95.7%	96.5%
Average	92.0%	93.3%	94.6%	94.9%	94.1%	93.9%	93.4%	93.3%	93.3%	93.4%	93.6%	93.9%
Number of Vehicles	561	561	561	554	554	556	543	543	533	538	537	537
Overdue Veh Maint & Safety Inspections	45	30	16	23	51	39	51	43	34	30	23	19

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

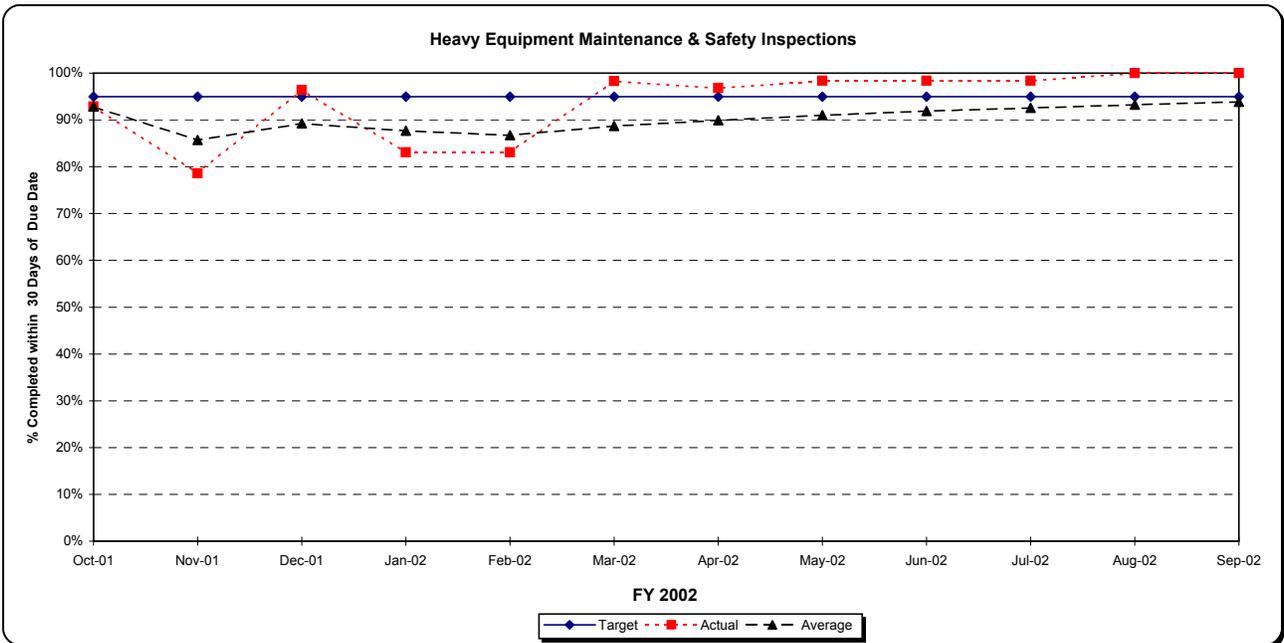
OM-3 Motor vehicle and heavy equipment maintenance is timely and effective.

Performance Measure

3.4 Percentage of heavy equipment maintenance and safety inspections completed and documented within 30 days of the due date.

Performance Expectation

Exceeds: >95%
 Meets: 90%-95%
 Needs Improvement: <90%
Actual to Date 93.9%



Measure 3.4	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Actual	92.9%	78.6%	96.4%	83.1%	83.1%	98.3%	96.8%	98.4%	98.4%	98.4%	100.0%	100.0%
Average	92.9%	85.7%	89.3%	87.7%	86.7%	88.7%	89.9%	91.0%	91.9%	92.6%	93.3%	93.9%
Number of Vehicles	56	56	56	59	59	59	62	62	62	62	62	62
Overdue Veh Maint & Safety Inspections	4	12	2	10	10	1	2	1	1	1	0	0

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

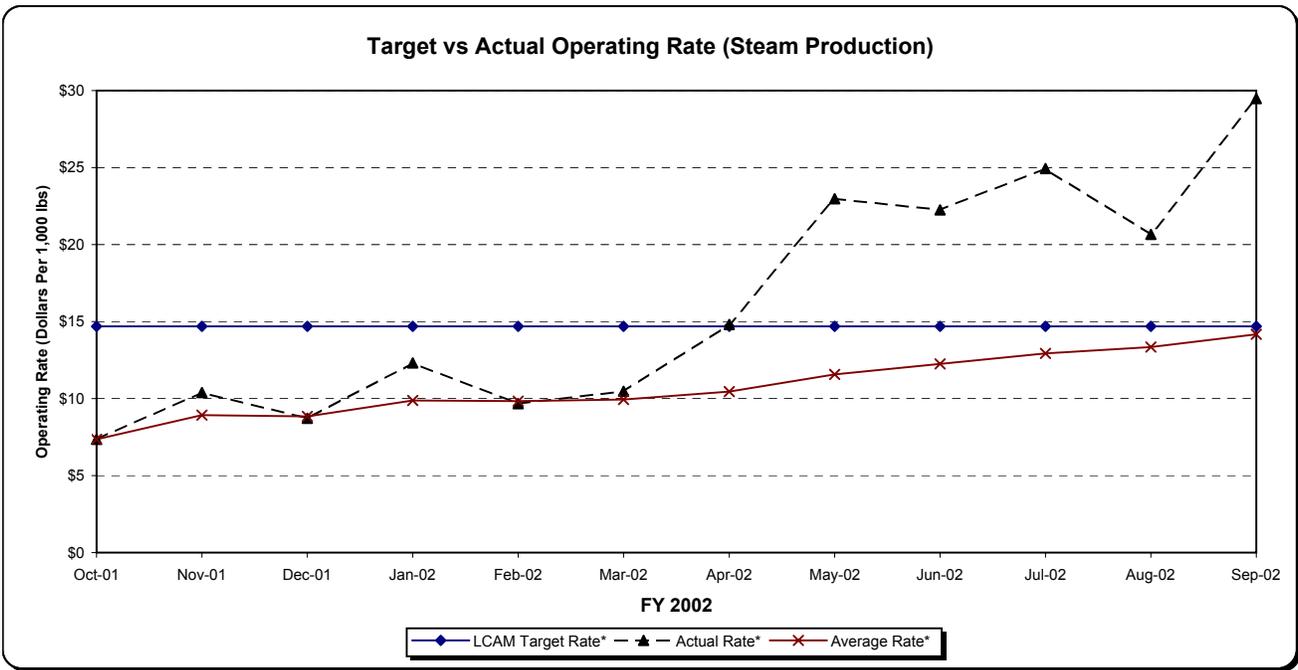
Performance Objective

OM-4 Utilities are effectively managed and utilized.

Performance Measure

4.1 The actual rate for providing steam to the Laboratory expressed as a percentage of the LCAM target rate for the fiscal year.

Performance Expectation	Exceeds:	<95%
	Meets:	95% - 105%
	Needs Improvement:	>105%
Performance Measure	Actual to Date**	96.4%



Measure 4.1	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
LCAM Target Rate*	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70	\$14.70
Actual Rate*	\$7.35	\$10.40	\$8.71	\$12.31	\$9.66	\$10.48	\$14.81	\$22.98	\$22.26	\$24.94	\$20.67	\$29.49
Average Rate*	\$7.35	\$8.93	\$8.85	\$9.87	\$9.83	\$9.94	\$10.46	\$11.57	\$12.25	\$12.92	\$13.34	\$14.17
Total Operating Cost	\$404,564	\$617,739	\$601,882	\$946,897	\$693,606	\$714,055	\$709,757	\$1,004,081	\$743,843	\$735,328	\$645,131	\$934,268
Total Production (lbs)	55,078,000	59,383,000	69,088,000	76,923,000	71,768,000	68,143,000	47,936,000	43,686,000	33,413,000	29,482,000	31,209,000	31,678,000

* - Rates are in cost per 1,000 lbs

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

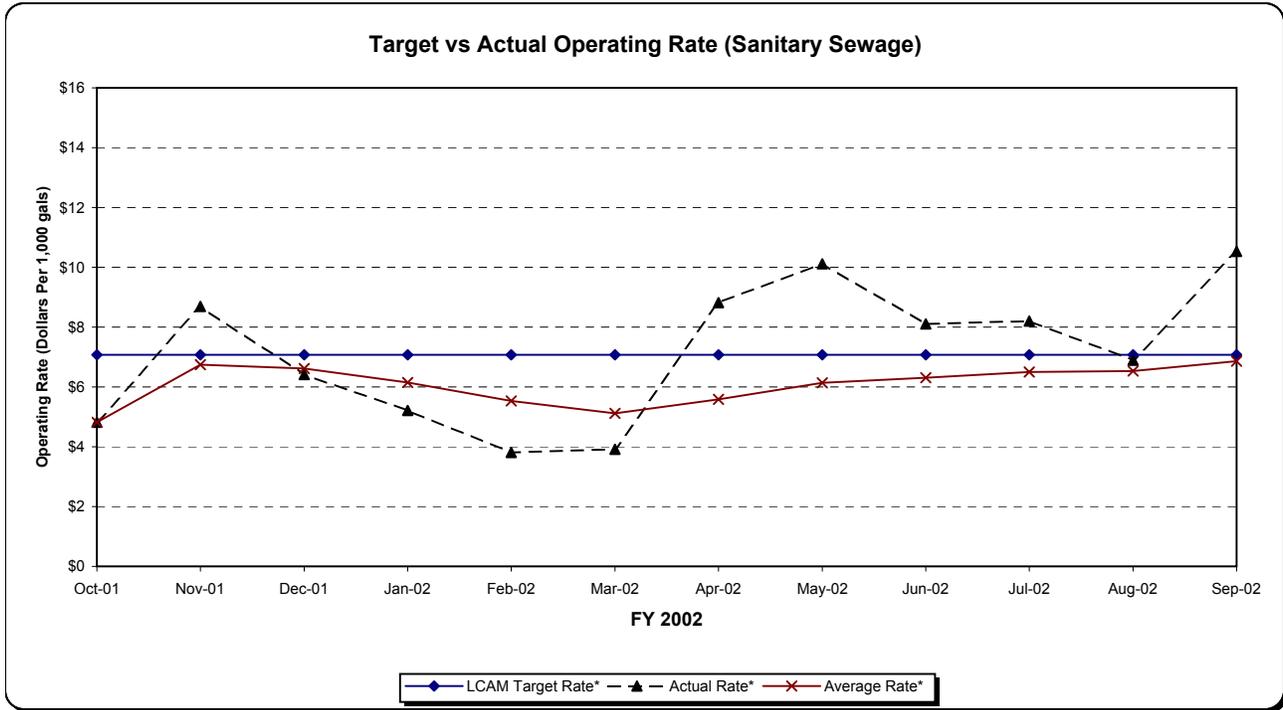
Performance Objective

OM-4 Utilities are effectively managed and utilized.

Performance Measure

4.2 The actual rate for treating sanitary sewage for the Laboratory expressed as a percentage of the LCAM target rate for the fiscal year.

Performance Expectation	Exceeds:	<95%
	Meets:	95% - 105%
	Needs Improvement:	>105%
Performance Measure	Actual to Date**	97.1%



Measure 4.2	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
LCAM Target Rate*	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07	\$7.07
Actual Rate*	\$4.82	\$8.69	\$6.41	\$5.21	\$3.80	\$3.92	\$8.82	\$10.12	\$8.11	\$8.20	\$6.89	\$10.53
Average Rate*	\$4.82	\$6.75	\$6.62	\$6.15	\$5.53	\$5.11	\$5.59	\$6.14	\$6.31	\$6.50	\$6.53	\$6.86
Total Operating Cost	\$19,287	\$34,424	\$31,997	\$33,258	\$26,561	\$35,863	\$45,589	\$56,820	\$35,424	\$46,290	\$33,741	\$58,929
Total Treatment (gals)	4,002,650	3,959,190	4,990,491	6,381,930	6,983,760	9,154,150	5,168,280	5,617,050	4,368,270	5,641,881	4,898,170	5,596,360

* - Rates are in cost per 1,000 gallons

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

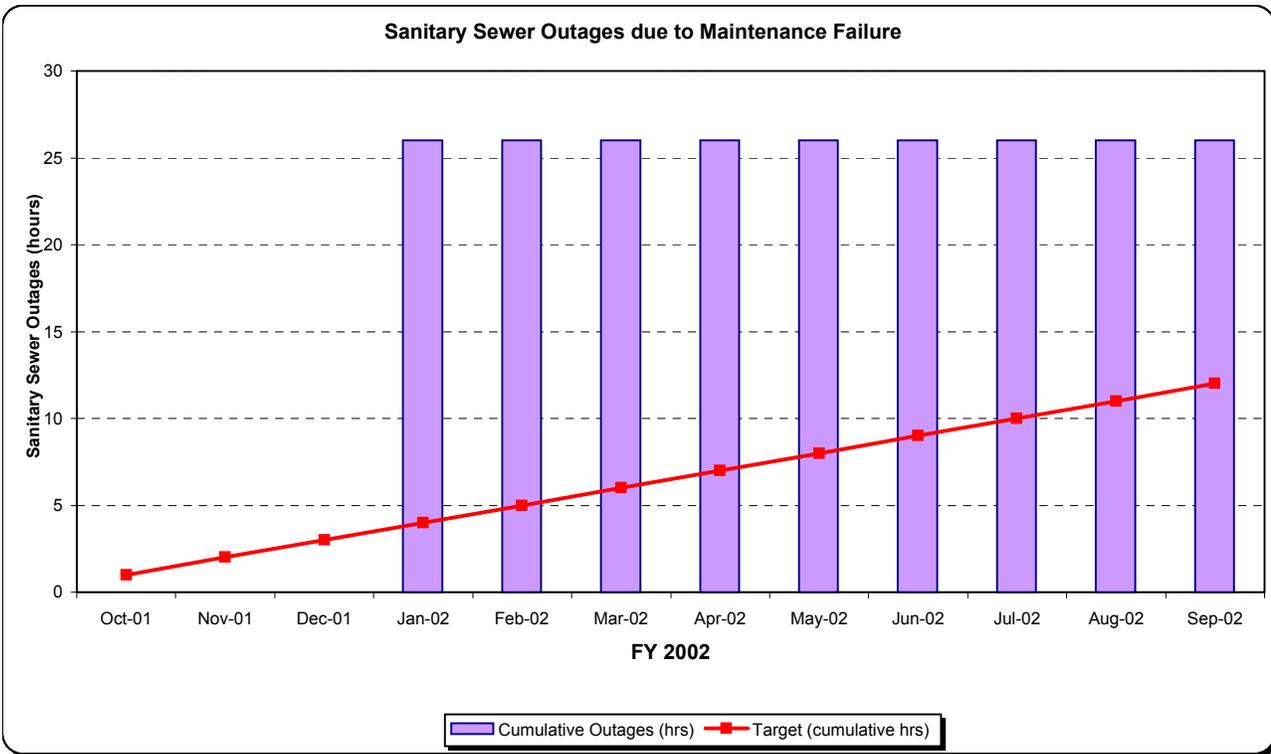
Performance Objective

OM-4 Utilities are effectively managed and utilized.

Performance Measure

4.4 The cumulative hours of all occasions a lack of adequate maintenance has caused the sanitary sewer service to not be provided to customer facilities.

Performance Expectation	Exceeds:	<12hrs
	Meets:	12-24 hrs
	Needs Improvement:	>24 hrs
Performance Measure	Actual to Date	26 hrs



Measure 4.4	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Monthly Outages (hrs)	0	0	0	26	0	0	0	0	0	0	0	0
Cumulative Outages (hrs)	0	0	0	26	26	26	26	26	26	26	26	26
Target (cumulative hrs)	1	2	3	4	5	6	7	8	9	10	11	12

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

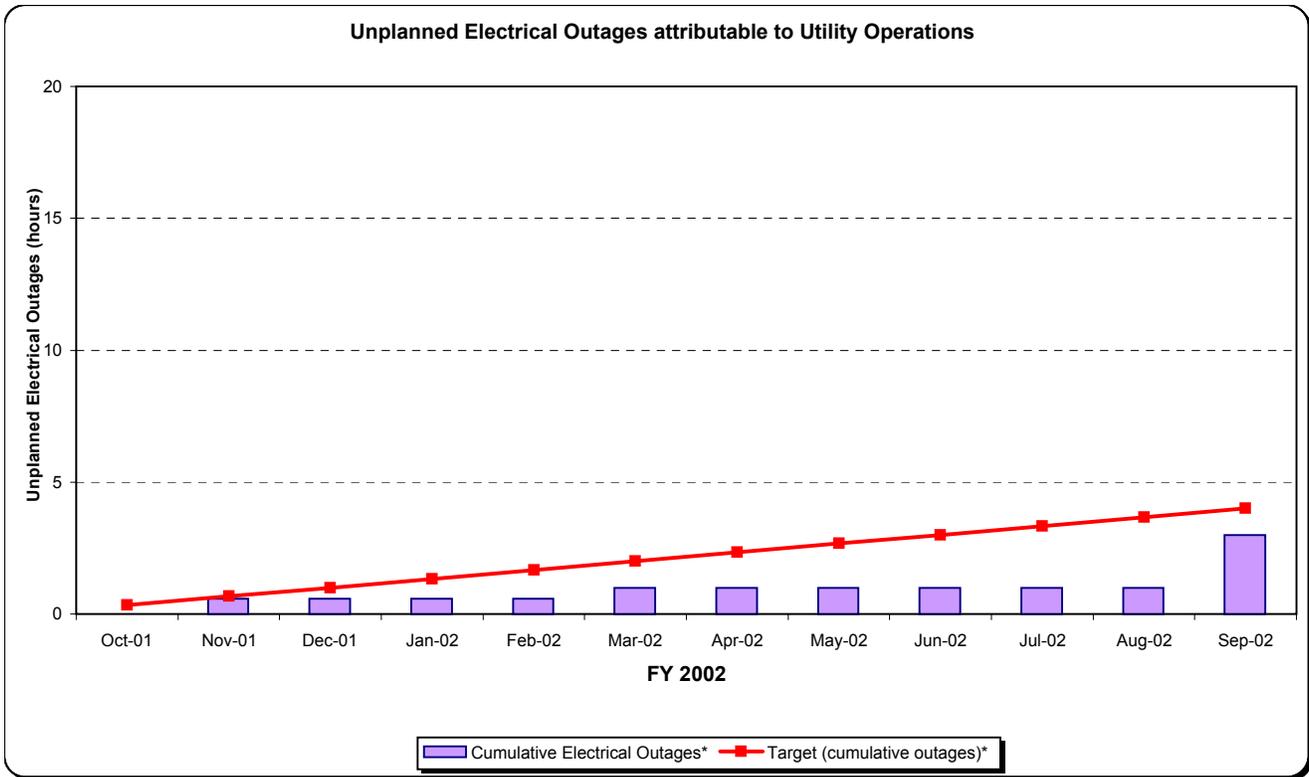
Performance Objective

OM-4 Utilities are effectively managed and utilized.

Performance Measure

4.5 Cumulative hours of unplanned electrical outages attributable to electrical utility operations.

Performance Expectation	Exceeds:	<4 hrs
	Meets:	4 - 6 hrs
	Needs Improvement:	>6 hrs
Performance Measure	Actual to Date	2.98 hrs



Measure 4.5	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
Monthly Electrical Outages*	0	0.58	0	0	0	0.4	0	0	0	0	0	2.00
Cumulative Electrical Outages*	0	0.58	0.58	0.58	0.58	0.98	0.98	0.98	0.98	0.98	0.98	2.98
Target (cumulative outages)*	0.33	0.67	1.00	1.33	1.67	2.00	2.33	2.67	3.00	3.33	3.67	4.00

* Outages are reported in Hours

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

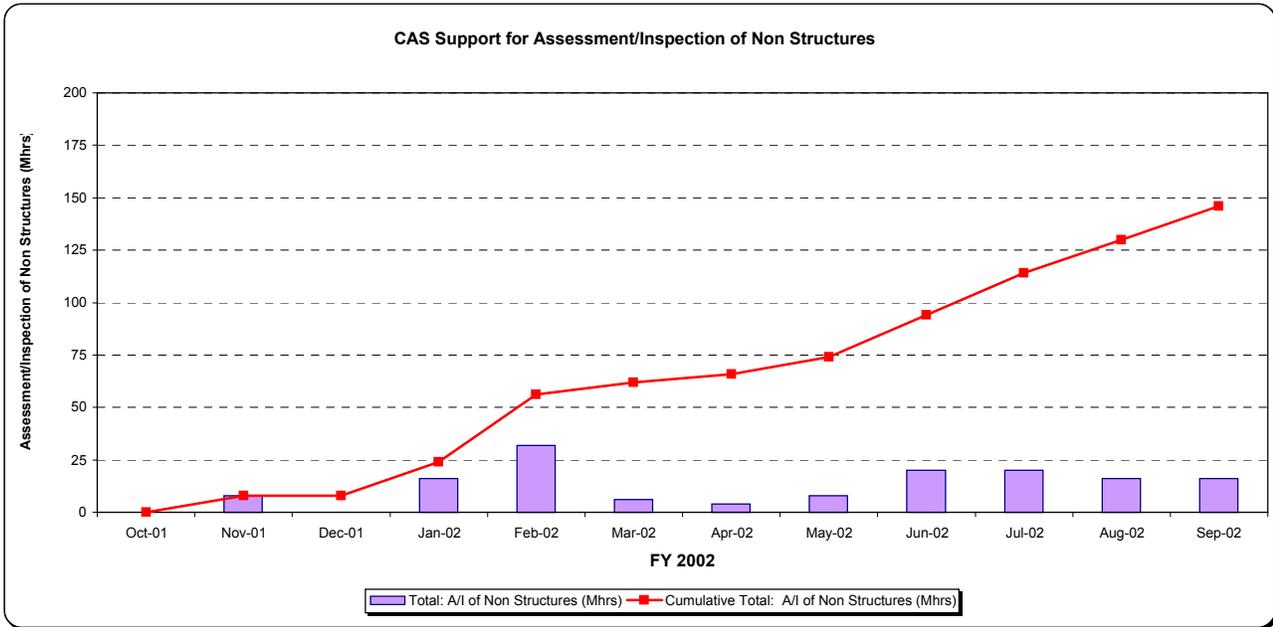
OM-5. The condition of physical assets is periodically inventoried and assessed to assist in objective planning of maintenance activities.

Performance Measure

5.3 Breakdown of man-hours spent on the assessment/inspection (A/I) of non structures assigned to the Laboratory. This measure has no expectation beyond the breakdown and reporting of all applicable man-hours.

Performance Expectation Breakdown and Reporting

Performance Measure **Actual to Date 146 Manhours**



Measure 5.3	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	YTD
Miscellaneous Photography (Mhrs)		8		16	32			4	16	8		8	92
Side Walk Inspections (Mhrs)													-
Road Inspections (Mhrs)						6	4			4	8		22
Fence Inspections (Mhrs)													-
ADS Development (Mhrs)													-
Verification of Facility Dimensions (Mhrs)								4	4	8	8	8	32
Predictive Maintenance Support (Mhrs)													-
Preventive Maintenance Support (Mhrs)													-
Asbestos Inspections (Mhrs)													-
Total: A/I of Non Structures (Mhrs)	0	8	0	16	32	6	4	8	20	20	16	16	146
Cumulative Total: A/I of Non Structures (Mhrs)	0	8	8	24	56	62	66	74	94	114	130	146	

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

OM-6 The utilization and conservation of energy is effectively managed commensurate with the site mission(s) in accordance with DOE Orders and regulations.

Performance Measure

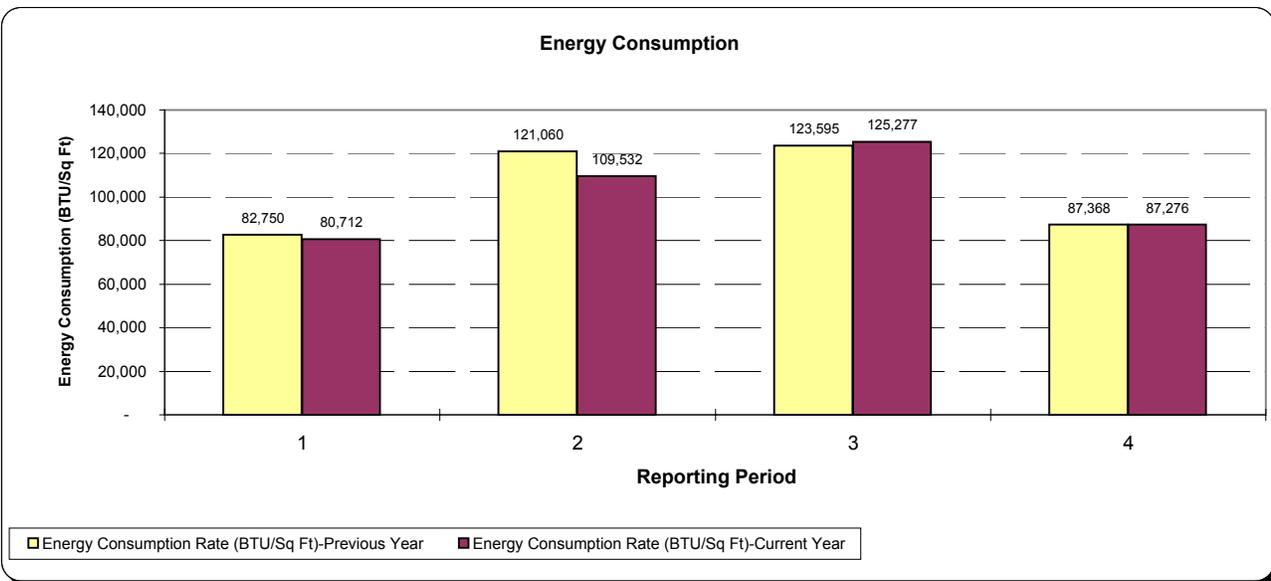
6.1 Percentage of annual reduction in site energy (excluding metered process buildings) in Btu/Sq ft as compared to the previous four quarters.

Performance Expectation

Exceeds: >2.7%
Meets: 2.5% - 2.7%
Needs Improvement: <2.5%

Performance Measure

Actual to Date 2.89%



	Reporting Period 1	Reporting Period 2	Reporting Period 3	Reporting Period 4
Measure 6.1	4 Qtr FY 2000	1 Qtr FY 2001	2 Qtr FY 2001	3 Qtr FY 2001
Energy Consumption (BTU)	2.61E+11	3.83E+11	3.91E+11	2.76E+11
Site Area (Sq. Ft)	3,155,740	3,163,324	3,163,324	3,163,324
Energy Consumption Rate (BTU/Sq Ft)-Previous Year	82,750	121,060	123,595	87,368
Cumulative Energy Consumption Rate (BTU/Sq Ft)	82,750	203,810	327,405	414,773
	4 Qtr FY 2001	1 Qtr FY 2002	2 Qtr FY 2002	3 Qtr FY 2002
Energy Consumption (BTU)	2.55E+11	3.46E+11	3.96E+11	2.76E+11
Site Area (Sq. Ft)*	3,163,324	3,163,324	3,163,324	3,163,324
Energy Consumption Rate (BTU/Sq Ft)-Current Year	80,712	109,532	125,277	87,276
Cumulative Energy Consumption Rate (BTU/Sq Ft)	80,712	190,244	315,521	402,797

* - Site Area for FY 2002 was revised to reflect DOE's Facilities Information Management System (FIMS).

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

OM-6 The utilization and conservation of energy is effectively managed commensurate with the site mission(s) in accordance with DOE Orders and regulations.

Performance Measure

6.2 Timely completion of currently awarded energy savings performance contract (ESPC) delivery orders.

Performance Expectation	Exceeds:	Complete construction on first ESPC delivery order by 2/28/02
	Meets:	Complete construction on first ESPC delivery order by 7/31/02
	Needs Improvement:	Complete construction on first ESPC delivery order after 7/31/02

Performance Measure	Actual to Date	Exceeds
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Update:

Construction activities began on October 2 and were expedited by both the ORNL ESPC Project Facilitator and the DukeSolutions Construction Manager. All of the ORNL Project Management tasks were also expedited through careful tracking and coordination to ensure that there were no delays on the project and that work progressed without any incidents, accidents, or injuries. As a result of the attention given this project by all of those on the construction team, this measure exceeded expectations by completing the construction phase in six and one-half weeks, on November 15, 2001, three months ahead of the targeted schedule.

**ORNL Operations and Maintenance (O&M)
Period Ending 9/30/02**

Performance Objective

OM-6 The utilization and conservation of energy is effectively managed commensurate with the site mission(s) in accordance with DOE Orders and regulations.

Performance Measure

6.3 Timely updating of the ORNL Energy Management and Implementation Plan with the requirements of DOE Order 430.2X, which incorporates the requirements of Executive Order 13123.

Performance Expectation	Exceeds:	Plan updated by 2/28/02
	Meets:	Plan updated by 5/31/02
	Needs Improvement:	Plan updated after 5/31/02

Performance Measure	Actual to Date	Exceeds
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Update:

An updated Energy Management and Implementation Plan for ORNL was issued to DOE on February 19, 2002. The revised FY 2002 document was brought up to date with DOE's most current energy management plans and orders.

**OS-C Life Cycle Asset Management: Real and Personal Property Management (FY 2002)
Period Ending 9/30/02**

Measure	Element Score Qtr 1	Element Score Cum-Qtr 2	Element Score Cum-Qtr3	Element Score Cum-Qtr4	Criteria Weight	Cumulative Criteria Score	Cumulative Final Score (Percent)	
RP1	9.00	9.00	9.00	9.00	0.20	1.8000		
RP1.1	9.00	9.00	9.00	9.00				
RP2	8.00	9.00	10.00	10.00	0.20	2.0000		
RP2.1	8.00	9.00	10.00	10.00				
RP3	9.50	9.00	9.00	9.67	0.20	1.9333		
RP3.1	no data	8.00	8.00	10.00				
RP3.2	9.00	9.00	9.00	9.00				
RP3.3	10.00	10.00	10.00	10.00				
RP4	10.00	10.00	10.00	10.00	0.20	2.0000		
RP4.1	10.00	10.00	10.00	10.00				
RP5	10.00	10.00	10.00	10.00	0.20	2.0000		
RP5.1	10.00	10.00	10.00	10.00				
RP5.2	10.00	10.00	10.00	10.00				
Cum Total	93.00%	94.00%	96.00%	97.33%	1.00	9.7333		97.33%

RATING: EXCELLENT

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

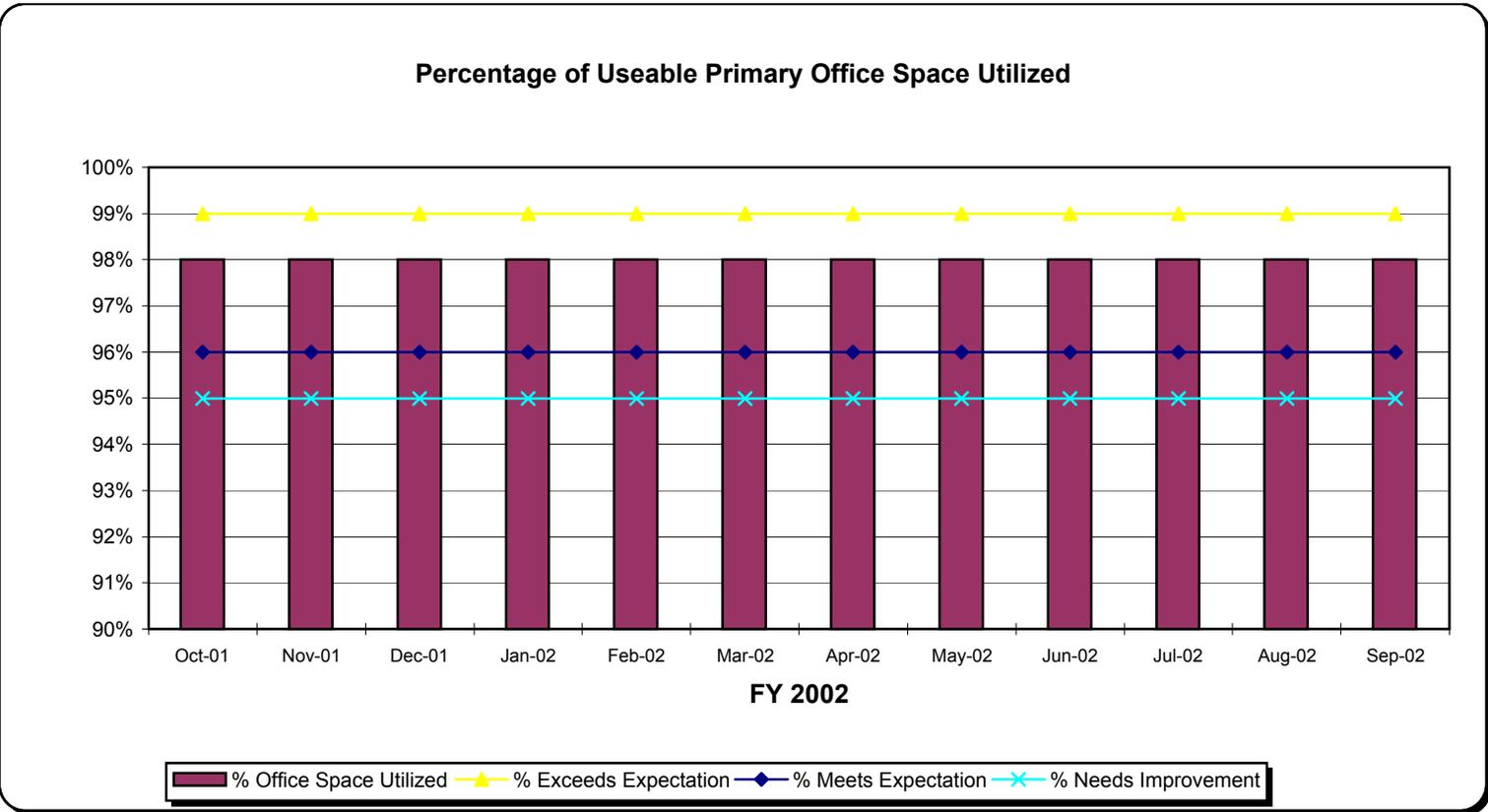
Performance Objective

RP-1 On-site space, including acquisition, leasing, and disposal, is effectively utilized.

Performance Measure

RP-1.1 Percentage of useable primary office space utilized as reported in the Laboratory Space Allocation Management Systems (SAMS) Database.

Performance Expectation RP-1.1	Exceeds:	≥99%
	Meets:	>96% - <99%
	Needs Improvement:	≤96%
Performance Measure	Actual to Date:	98%



RP-1.1.	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02
% Exceeds Expectation	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
% Meets Expectation	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
% Needs Improvement	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
% Office Space Utilized	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-2 Surplus property/materials are reutilized.

Performance Measure

RP-2.1 Amount of surplus property that is reutilized.

Performance Expectation RP-2.1	Exceeds:	≥\$7,000,000
	Meets:	\$6,000,000 - 7,000,000
	Needs Improvement:	<\$6,000,000
Performance Measure:	Actual to Date:	\$12,247,689

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-3 Accountable property is confirmed.

Performance Measure

RP-3.1 Percentage of inventory of equipment (acquisition cost of >\$5,000) that is confirmed.

Performance Expectation RP-3.1	Exceeds:	>99.75%
	Meets:	99.50% - 99.75%
	Needs Improvement:	<99.50%
Performance Measure:	Actual to Date:	99.91%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-3 Accountable property is confirmed.

Performance Measure

RP-3.2 Percentage of inventory of precious metals that is confirmed.

Performance Expectation RP-3.2	Exceeds:	NA
	Meets:	100%
	Needs Improvement:	<100%
Performance Measure:	Actual to Date:	100%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-3 Accountable property is confirmed.

Performance Measure

RP-3.3 Percentage of inventory of stores that is confirmed.

Performance Expectation RP-3.3	Exceeds:	>99.75%
	Meets:	99.61% - 99.75%
	Needs Improvement:	<99.61%
Performance Measure:	Actual to Date:	100%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-4 Excessed property is disposed of in a timely and effective manner.

Performance Measure

RP-4.1 Time frame for disposal of 90 percent of the total excessed uncontaminated property items.

Performance Expectation RP-4.1

Exceeds: <120 days

Meets: 120 - 180 days

Needs Improvement: >180 days

Performance Measure:

Actual to Date: 98.9% <120 days

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-5. Effective processes are established to ensure that equipment and materials are being provided to meet customers' requirements.

Performance Measure

RP-5.1 Percentage of orders delivered to customer on an average in less than one day.

Performance Expectation RP-5.1	Exceeds:	>95%
	Meets:	90% - 95%
	Needs Improvement:	<90%
Performance Measure:	Actual to Date:	100%

ORNL Business Management Review Self-Assessment for FY 2002

ORNL Real and Personal Property Management Period Ending 9/30/02

Performance Objective

RP-5 Effective processes are established to ensure that equipment and materials are being provided to meet customers' requirements.

Performance Measure

RP-5.2 Percentage of items where the "return goods" cycle time from time of rejection until disposition was within one month.

Performance Expectation RP-5.2	Exceeds:	>95%
	Meets:	90%-95%
	Needs Improvement:	<90%
Performance Measure:	Actual to Date:	99.58%