

## Department of Science and Technology METALS INDUSTRY RESEARCH AND DEVELOPMENT CENTER

## **CY 2015 Plans and Programs**

MFO/Key Performance Indicator	Annual Targets 2015
QUANTITY: NO. OF PROJECTS COMPLETED	30
QUALITY: % OF PROJECTS COMPLETED IN THE LAST FIVE (5) YEARS THAT ARE PUBLISHED IN RECOGNIZED MEDIA OR ADOPTED BY THE INDUSTRY	60%
TIMELINESS: % OF PROJECTS COMPLETED WITHIN THE TIME FRAME IN ACCORDANCE WITH ORIGINAL PROJECT APPROVAL	90%
MFO 2: TECHNICAL ADVISORY SERVICES	
QUANTITY: NO. OF TECHNICAL ADVISORY SERVICE RENDERED	2,100
QUALITY: % OF CLIENTS WHO RATE THE TECHNICAL SERVICES AS SATISFACTORY OR BETTER	90%
TIMELINESS: % OF REQUESTS THAT ARE ACTED UPON WITHIN THREE (3) DAYS of OF REQUEST	90%

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Date: 10 July 2014

Checked by:

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