

Financial Year in Review

U.S. Government Printing Office

Performance Measures

September 30, 2001

Operating Performance Measures

GPO met its on-time delivery goal by attaining a 95 percent on-time delivery rate, and nearly met the quality acceptance goal of 99 percent with a 98.2 percent rating.

Overtime Management

GPO makes an ongoing effort to minimize overtime hours. In fiscal year 2001, overtime hours decreased to 198,000 hours from 204,000 hours in fiscal year 2000, or 2.9 percent. The cost of overtime in fiscal year 2001 decreased by about \$355,000 from fiscal year 2000's level. GPO successfully achieved its goal for fiscal year 2001, with actual overtime hours worked well under the upper limit of 220,000 overtime hours established at the beginning of the year. Our goal for fiscal year 2002 will be reduced to an upper limit of 200,000 overtime hours.

Production Chargeable Hours

Chargeable hours decreased to 652,000 in fiscal year 2001 from 706,000 in fiscal year 2000, a decrease of 54,000 hours, or 7.6 percent, while the number of employees available for work decreased 5.1 percent. The results for 2001 met GPO's goal of achieving sufficient chargeable hours necessary to break-even. GPO's fiscal year 2002 goal is to have enough chargeable hours to achieve break-even in Production Operations. Due to the mix in hourly rates charged for the various printing processes, a specific chargeable hour target cannot be established.

Congressional Record Delivery

The *Congressional Record* is an important tool and product of the legislative process, and its production is a large part of GPO's mission. To gauge how well GPO is serving Congress by producing the *Congressional Record* timely, GPO has established a deadline of 9 AM the following day when copy is received in GPO by midnight, regardless of whether the Senate or the House of Representatives is in session. Our actual on-time delivery rate was 77 percent in fiscal year 2001, compared with 85.2 percent in fiscal year 2000.

On-Time Delivery of Procured Printing

The Printing Procurement Department contracted with commercial printers to ship 147,800 jobs in fiscal year 2001 compared with 155,200 jobs in fiscal year 2000. For fiscal year 2001, GPO's goal was to have at least 95 percent of procured printing orders delivered on schedule and a quality acceptance rate of at least 99 percent. GPO met its on-time delivery goal by attaining a 95 percent on-time delivery rate, and nearly met the quality acceptance goal of 99 with a 98.2 percent rating. The goals for fiscal year 2002 remain the same as those for fiscal year 2001.