

Performance Indicators

Activity	1999 Actual	2000 Estimated	2001 Proposed
<p>All measures are new in 2001 and are included in our 2001 business plan; thus, there are no figures available for 1999 or 2000.</p>			
1. Decrease in the number of grievances filed (per 1000 employees)			Establish baseline. Increase by 10%.
2. Reduction in the number of complaints involving race, sexual harassment and disability accommodations (per 1000 employees)			Establish baseline. Increase by 10%.
3. Increase in the percentage of employees who utilized an employee support system			Establish baseline. Increase by 10%.
4. Number of unanticipated layoffs due to lack of human resources strategic planning			Establish baseline. Increase by 10%.
5. Decrease in the time it takes to fill critical or difficult to fill positions			Establish baseline. Increase by 10%.
6. Decrease in the voluntary turnover rate in critical or difficult to fill positions			Establish baseline. Increase by 10%.
7 Reduction of cycle time for key human resources/pay related business processes			Establish baseline. Increase by 10%.
8. Reduction of cycle time for key human resources/pay related business processes.			Establish baseline. Increase by 10%.