

DIETITIANS, BOARD OF EXAMINERS OF LICENSED

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	Percentage of complaints determined to be unfounded or resulting in final order within nine months.
2	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
3	Best Practices - Percent of total best practices met by the Board.

New Delete	
	Title: Rationale:

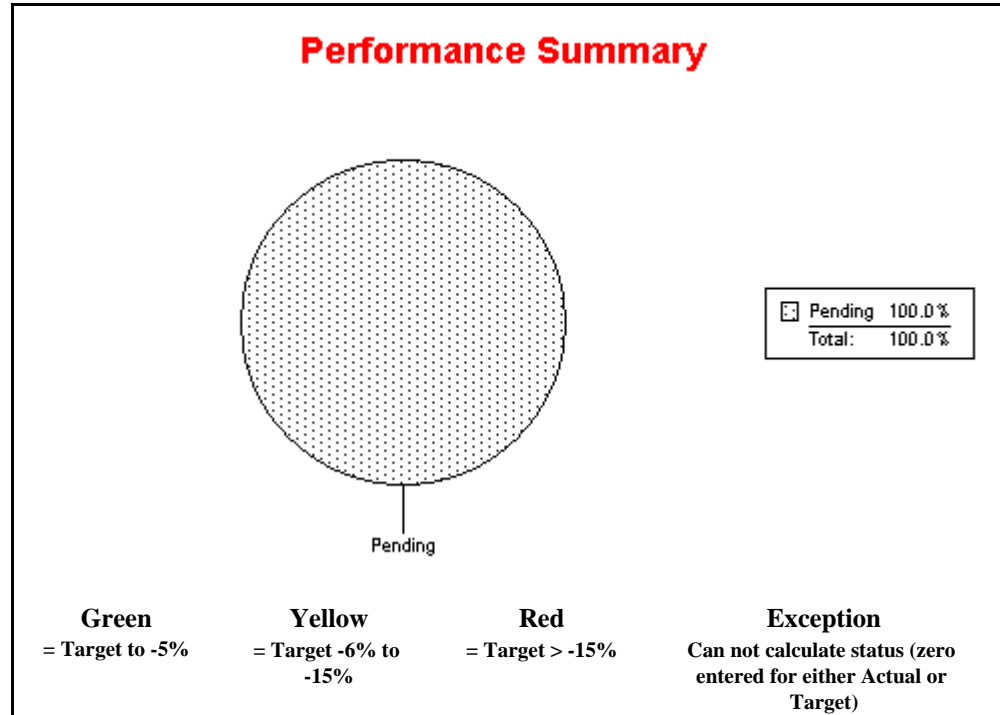
Agency Mission: To protect the public's health, safety, and well being by regulating licensed dietetic practice.

Contact: Douglas Van Fleet

Contact Phone: 971-673-0190

Alternate:

Alternate Phone:



1. SCOPE OF REPORT

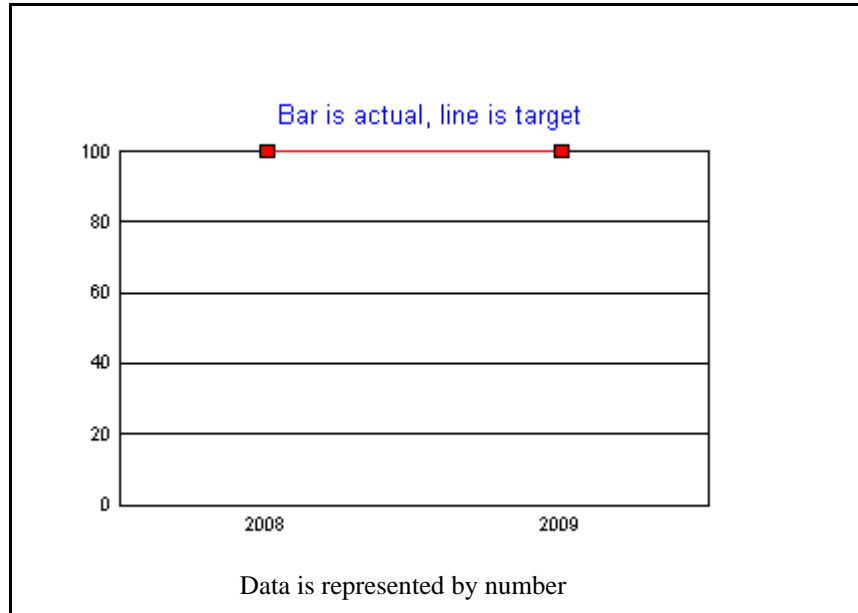
2. THE OREGON CONTEXT

3. PERFORMANCE SUMMARY

4. CHALLENGES

5. RESOURCES AND EFFICIENCY

KPM #1	Percentage of complaints determined to be unfounded or resulting in final order within nine months.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

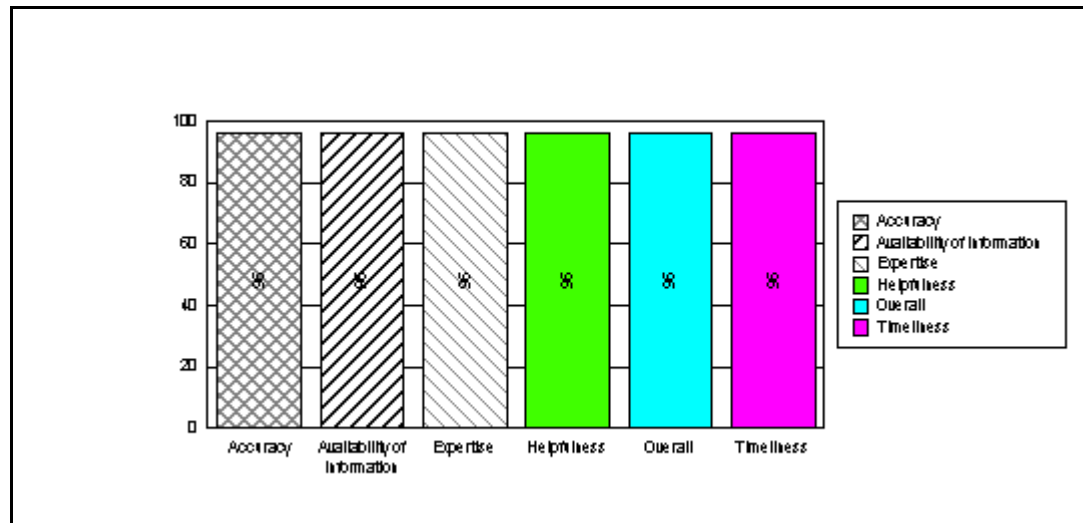
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #2	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

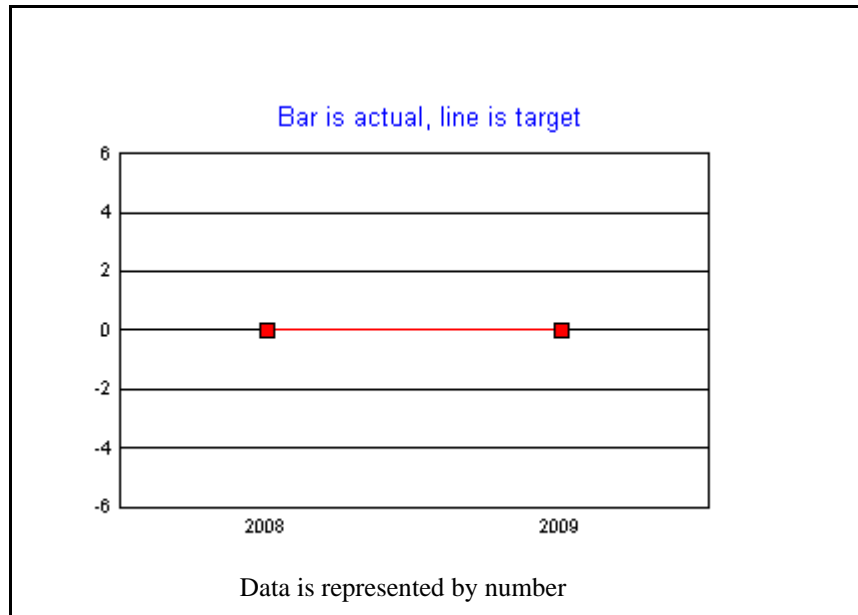
4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

KPM #3	Best Practices - Percent of total best practices met by the Board.	
Goal		
Oregon Context		
Data Source		
Owner		



1. OUR STRATEGY

2. ABOUT THE TARGETS

3. HOW WE ARE DOING

4. HOW WE COMPARE

5. FACTORS AFFECTING RESULTS

6. WHAT NEEDS TO BE DONE

7. ABOUT THE DATA

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

- * **Staff :**
- * **Elected Officials:**
- * **Stakeholders:**
- * **Citizens:**

2 MANAGING FOR RESULTS

3 STAFF TRAINING

4 COMMUNICATING RESULTS

- * **Staff :**
- * **Elected Officials:**
- * **Stakeholders:**
- * **Citizens:**