

Performance Monitoring

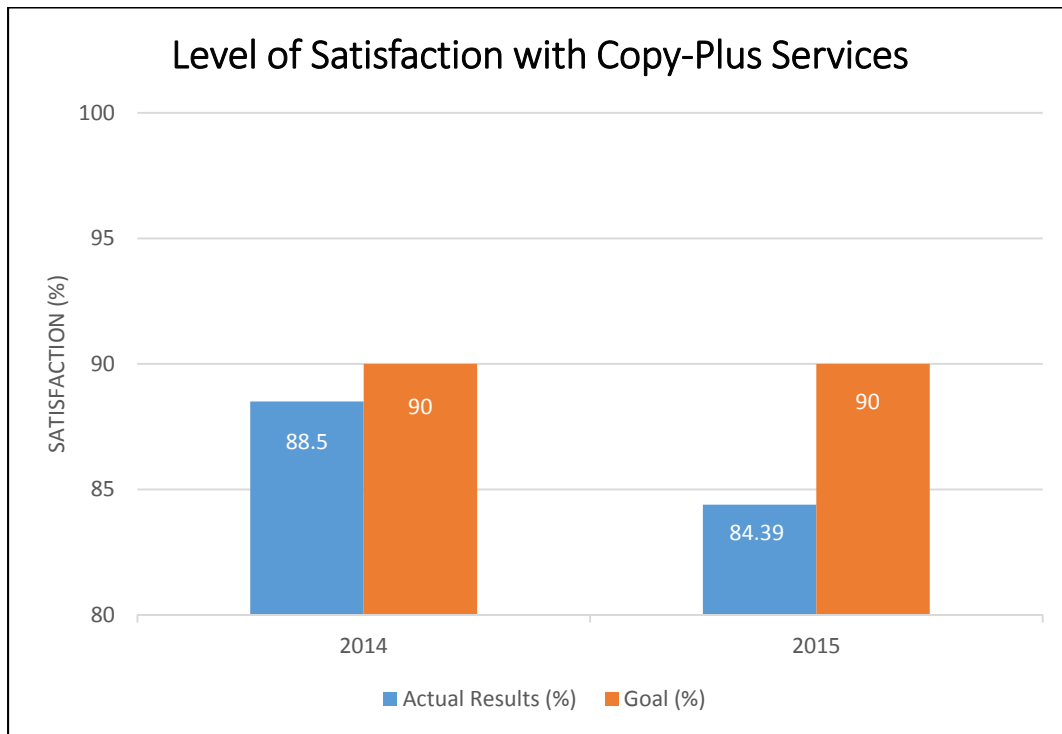
Family: Customer Focus

Central Duplication of Instructional Documents for Teachers (Copy-Plus)

Mission: To provide teachers with copies of the instructional documents they request

Objective: Increase the use of the program by teachers and school staff

Goal: To provide teachers with 100% of the instructional documents they need



Action Plan

Tool to Measure Satisfaction	Benchmark	Formula	Process	Person responsible	Time period
Annual copier services reports for ES, MS, and HS	Previous-year results	Total CP demand (#of pages)/Total copies made (in-school copiers + CP) = percentage use of CP	Calculate CP demand and in-school copies made by reviewing the annual copier service production reports for ES, MS, and HS	J. Marshall	July
			Reports specific results to principals	J. Marshall	August
			Deliver results to DMM director	J. Marshall	February