
BC Timber Sales Contract Quality Management System (QMS)

Performance Measures and Results

Continuous improvement is an objective of all high performing organizations. For BCTS to achieve its goal of effective contracting areas and ideas for improvement must be identified, implemented and shared.

Objective 4: Continuously improve BCTS' contracting practices.

Measure: The number of audit, working group, and advisory committee recommendations, projects and initiatives implemented as a percentage of those made.

Results:

	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13
TARGET	75%	90%	90%	90%	90%
ACTUAL	89.6%	86.5%	87.5%	90%	
VARIANCE	14.6%	3.5%	2.5%	0%	

Source: CEWG, BCAC, TSO Audit Action Plans