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NEBS

NEBS 278

State of Nevada - Budget Division
Performance Indicator Data

2/7/2003

BUDGET ACCOUNT: 741-1330

Seq	Description:	Projected 2002	Actual 2002	Projected 2003	Projected 2004	Projected 2005
1	Printing Sales	\$3,700,499	\$3,395,821	\$4,193,880	\$3,074,035	\$3,077,757
2	Number of Printing Orders	4,900	4,174	5,000	4,387	4,515
3	Printing Impressions	42,848,000	34,631,308	44,500,000	36,398,939	37,460,955
4	Average Job Turn-Around Time	16-20 Days	12-12 Days	16-20 Days	10-12 Days	10-12 Days
5	Jobs Returned Due to Errors	44	36	44	38	39
6	Percent of Jobs Returned Due to Printing Errors	0.06%	2.55%	0.88%	1.00%	1.00%
7	Quick Print Sales	\$932,418	\$418,004	\$727,074	\$361,532	\$336,224
8	Number of Quick Print Orders	5,943	4,128	6,100	4,334	4,551
9	Percent of Customer Satisfaction with Quality	98%	90%	98%	98%	98%
10	Percent of Customer Satisfaction with Time Frame	94%	81%	94%	94%	94%
11	Percent of Customer Satisfaction with cost	96%	78%	96%	96%	96%

ASSEMBLY WAYS AND MEANS

DATE: 2-17-03 ROOM: 2134 EXHIBIT D

SUBMITTED BY: Rev. State Printing