

## Source Data

## Category Improvement Table

The table below shows the minimum, average, and maximum improvements of **Performance Objective Category** grouped by **International Standard Industrial Classification (ISIC)** Section of All Economic Activities.

ISIC Section	Performance Objective Category	Minimum Improvement	Average Improvement	Maximum Improvement
Food Service	Cost Management	100%	100%	100%
	Schedule	100%	100%	100%
Administrative Services	Cost Management	16%	50%	69%
	Customer Satisfaction	7%	51%	69%
	Functionality	19%	36%	47%
	Organization Finance	11%	25%	33%
	Process	12%	12%	12%
	Productivity	5%	28%	100%
	Quality	5%	32%	80%
	Schedule	19%	41%	68%
Agriculture	Staff Development	36%	39%	41%
	Productivity	10%	10%	10%
Arts and Entertainment	Quality	16%	23%	33%
	Productivity	9%	30%	55%
Arts and Entertainment	Quality	20%	47%	83%
	Schedule	9%	16%	23%
	Productivity	9%	30%	55%
Construction	Cost Management	6%	49%	92%
	Customer Satisfaction	5%	53%	100%
	Organization Finance	6%	42%	106%
	Process	11%	16%	22%
	Productivity	18%	53%	100%
	Quality	15%	49%	79%
	Schedule	13%	66%	100%
Education	Cost Management	31%	51%	71%
	Customer Satisfaction	16%	16%	16%
	Productivity	6%	33%	70%
	Quality	7%	33%	79%
	Schedule	15%	34%	56%
	Staff Development	10%	10%	10%
Energy, Oil, and Gas	Cost Management	7%	47%	100%

ISIC Section	Performance Objective Category	Minimum Improvement	Average Improvement	Maximum Improvement
	Customer Satisfaction	5%	15%	37%
	Functionality	25%	35%	48%
	Process	7%	38%	69%
	Productivity	5%	33%	100%
	Quality	8%	37%	99%
	Schedule	5%	47%	100%
Financial and Insurance Activities	Cost Management	8%	44%	96%
	Customer Satisfaction	8%	21%	43%
	Functionality	8%	24%	50%
	Process	5%	5%	5%
	Productivity	6%	29%	100%
	Quality	5%	37%	99%
	Schedule	5%	42%	100%
	Security	80%	80%	80%
Health and Social Work	Cost Management	18%	36%	63%
	Customer Satisfaction	50%	50%	50%
	Organization Finance	9%	23%	49%
	Process	39%	39%	39%
	Productivity	6%	24%	89%
	Quality	6%	32%	99%
	Schedule	16%	56%	100%
Information Technology	Cost Management	5%	44%	120%
	Customer Satisfaction	5%	27%	120%
	Functionality	5%	40%	100%
	Organization Finance	5%	38%	125%
	Process	5%	36%	122%
	Productivity	5%	31%	125%
	Quality	5%	37%	122%
	Safety	67%	67%	67%
	Schedule	5%	43%	120%
	Security	21%	67%	100%
	Staff Development	5%	34%	121%
Supplier	27%	27%	27%	
Manufacturing	Cost Management	8%	43%	77%
	Customer Satisfaction	9%	30%	103%

ISIC Section	Performance Objective Category	Minimum Improvement	Average Improvement	Maximum Improvement
	Functionality	6%	23%	40%
	Organization Finance	11%	32%	53%
	Process	10%	43%	100%
	Productivity	5%	25%	90%
	Quality	5%	37%	100%
	Schedule	5%	37%	85%
	Staff Development	16%	16%	16%
Mining	Functionality	50%	50%	50%
	Schedule	12%	12%	12%
Other Service Activities	Productivity	18%	20%	22%
Professional, Scientific, and Technical Activities	Cost Management	5%	30%	71%
	Customer Satisfaction	5%	20%	80%
	Functionality	12%	45%	100%
	Organization Finance	5%	36%	100%
	Process	5%	36%	100%
	Productivity	7%	36%	100%
	Quality	7%	49%	100%
	Schedule	5%	43%	100%
	Security	39%	64%	89%
	Staff Development	9%	47%	99%
	Supplier	9%	9%	9%
Public Administration and Defense	Cost Management	6%	51%	100%
	Customer Satisfaction	6%	6%	7%
	Functionality	32%	38%	46%
	Organization Finance	19%	27%	32%
	Process	8%	40%	100%
	Productivity	10%	33%	94%
	Quality	8%	31%	62%
	Schedule	7%	42%	100%
Real Estate	Process	53%	53%	53%
	Productivity	44%	47%	50%
	Quality	67%	67%	67%
Transportation and Storage	Cost Management	8%	28%	60%
	Customer Satisfaction	8%	39%	100%
	Functionality	11%	25%	40%

ISIC Section	Performance Objective Category	Minimum Improvement	Average Improvement	Maximum Improvement
	Organization Finance	5%	25%	99%
	Process	6%	34%	100%
	Productivity	5%	24%	80%
	Quality	8%	43%	100%
	Schedule	11%	42%	72%
Water and Waste Management	Cost Management	9%	50%	99%
	Customer Satisfaction	6%	11%	15%
	Organization Finance	38%	38%	38%
	Productivity	6%	30%	95%
	Quality	10%	43%	78%
	Schedule	6%	38%	66%