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Office of Personnel Management:  
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U.S. Government  
Accountability Office (GAO)

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 40 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. GAO assessed the Office of Personnel Management's (OPM) use of performance measures and standards to manage its service delivery to individuals seeking federal employment and federal employees, retirees, and dependents. GAO found that OPM: (1) used both qualitative and quantitative performance measures and standards; (2) had not identified all performance measures suggested by the Federal Productivity and Quality Improvement Program; (3)...

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