

Targets and actual performance

Agency performance monitors		Target 2003–04	Actual performance
Finance	Trading surplus target	To achieve a trading surplus before interest, dividends and exceptional items of £4.7 million for the financial year April 2003 to March 2004.	£5.6 million
Output	Real-world features represented in the database	99.6% of significant real-world features are represented in the database within six months of completion.	99.8%
Quality of service	Data supply effectiveness	To continuously improve the timeliness of the supply of our data to customers with a success rate not lower than 90%.	94.99%
Efficiency	Efficiency of data collection activity	To achieve an efficiency gain in our data collection activity averaging 4% per annum over a period April 2003 to March 2006.	18.9% to March 2004
Environment	Reduce carbon emissions from Ordnance Survey head office	To reduce carbon emissions from Ordnance Survey head office by 25% against the base year of 2000–01.	28%
E-business	Develop e-business	To achieve an increase in business with customers transacted through our e-channels:	
		<ul style="list-style-type: none"> • 7.5% for large- and medium-scale mapping products in the Ordnance Survey Options™ portfolio, ordered through the Options™ Internet-based product delivery technology; and • 5% for small-scale mapping products ordered through the online leisure map shop on Ordnance Survey's web site. 	16.5%
			17.5%