

# Business performance

## Key performance targets

Our business performance is measured externally against five annual targets set by government. They reflect our focus on financial stability, efficiencies in data collection and supply, reducing carbon emissions and growing business over the Internet. We met all five targets for 2008–09 as shown below.

### Finance

To achieve an operating profit before interest and dividends of £15.7 million. Actual performance: £16.3 million.

### Data currency

To ensure that 99.6% of significant real-world features, which are greater than six months old, are represented in Ordnance Survey's geographic data. Actual performance: 99.9%. Currency and completeness of the database are measured through monthly audit samples carried out on the ground independently from our field surveyors. The results are verified and collated to inform the annual measure.

### Data supply

To continuously improve the timeliness of the supply of our data to customers with a success rate not lower than 97%. Actual performance: 99.6%. The target has been achieved by making improvements to the order management process so that agreed timescales are met. The process includes classification of orders by criteria, such as priority, size, customer type and market sector. This is particularly relevant if for any reason the service is interrupted.

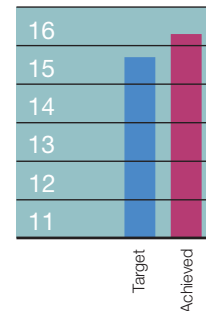
### Carbon emissions

To reduce carbon emissions from Ordnance Survey head office by 30% against the base year of 2000–01. Actual performance: 36% reduction. The target has been met by combined effect of procuring renewable electricity from the grid and good management of our own combined heat and power unit.

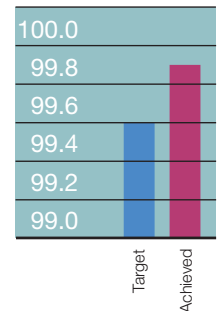
### Internet business – 2008–09

To achieve an improvement of 5% in business on 2007–08 baseline transaction levels (a rise from 94 816 to 99 557) with customers transacted through the OS MasterMap Service and Consumer e-Commerce platform. The monitor counts the number of individual items ordered, not the number of orders. Actual performance: 106 806 transactions, an improvement of 12.6%.

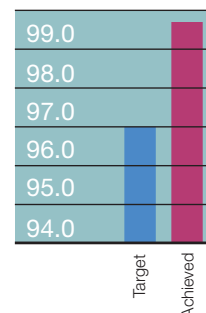
Operating profit  
£million



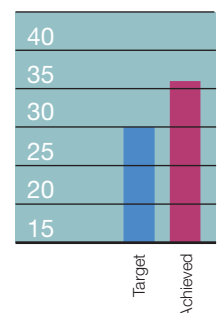
Data currency  
%



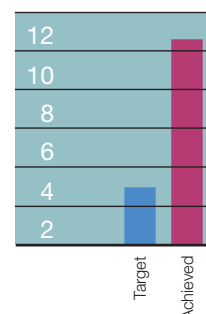
Data supply  
%



Carbon emissions  
%



Internet business  
%



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30 June 2009

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30 June 2009