

PERFORMANCE INFORMATION**MAJOR FINAL OUTPUTS (MFO) / PERFORMANCE INDICATORS****Targets****MFO 1: SCIENCE and TECHNOLOGY INFORMATION SERVICES**

Number of clients served	287,808
Percentage of clients who rate the service as satisfactory or better	90%
Percentage of inquiries where reference materials were provided within five (5) minutes	90%
Number of promotion services rendered	547
Percentage of clients who rate the service as satisfactory or better	90%
Percentage of services rendered monthly	90%