





















2015–2016 PERFORMANCE AGAINST OBJECTIVES

STRATEGIC PRIORITY	VALUE TO CANADA	OUTCOME	PLAN	MEASURE	RESULT	STATUS
INTERNATIONAL LEADER	<p>SCC has developed and implemented a highly competitive agenda incorporating government and industry priorities that will benefit the economic and social well-being of Canada. SCC has capitalized on opportunities to deliver standardization solutions that align national priorities with global initiatives, both regionally and internationally, resulting in growth and increased economic success for Canada.</p>		Support <i>Agreement on Internal Trade</i>	<ul style="list-style-type: none"> Internal trade barriers quantified for product(s) selected in three industry sectors to support and inform Canada's policy decisions in reducing internal barriers to trade 	<ul style="list-style-type: none"> Decision to focus on two sectors to support Innovation, Science and Economic Development Canada (ISED) priorities. Report to be published in fiscal year 2016–2017 	 ACHIEVED
			Promote cooperation between provinces and territories	<ul style="list-style-type: none"> Inventories developed for 10 provinces and territories that detail standards referenced in provincial and territorial regulations 	<ul style="list-style-type: none"> 8 of 10 contracts in place 	 PARTIALLY ACHIEVED
			Protect Canada's North: Northern Infrastructure Standardization Initiative (NISI)	<ul style="list-style-type: none"> Fifth National Standard of Canada 50% complete for first phase of NISI 	<ul style="list-style-type: none"> Standard is 57% complete 	 ACHIEVED
			Standardization solutions for national priorities	<ul style="list-style-type: none"> Provide 10 standardization solutions (standards, roadmaps, contract management) for government and industry use 	<ul style="list-style-type: none"> 23 active standardization solution projects 	 EXCEEDED
			Industry engagement: Year-over-year increase	<ul style="list-style-type: none"> Determine baseline for industry investment 	<ul style="list-style-type: none"> More than 50 industry stakeholders engaged, including organizations within ISED portfolio. Financial contribution from industry increased 	 EXCEEDED
	<p>Canada is recognized as a standardization leader and an essential player on the global stage, strategically positioning itself to secure a competitive advantage for Canada. Canadian companies and stakeholders help shape marketplace rules that directly and positively affect their ability to compete globally.</p>		Bringing Canadian innovation to the global stage	<ul style="list-style-type: none"> 2% year-over-year increase in the success rate of new work item proposals approved by Canada 	<ul style="list-style-type: none"> 17 new work items proposals approved by Canada, success rate achieved 	 ACHIEVED
			Canadians as standards makers	<ul style="list-style-type: none"> 2% year-over-year increase in number of new Canadian experts participating at the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) 1.5% year-over-year increase in number of Canadian experts in leadership positions on ISO and IEC committees 95% Canadian voting submission rate in ISO and IEC technical standards development 90% of Canadian policy decisions, in the majority, that are accepted at ISO and IEC 	<ul style="list-style-type: none"> Currently at 3,153 members participating on international technical committees, up from 3,049, or more than a 3% increase With the introduction of an online recruitment tool and successful outreach to ISED portfolio entities and industry organizations, a net increase of 11% (16 leadership positions) has been achieved Voting submission rate in ISO and IEC was 99.6% 100% of Canadian policy decisions accepted at ISO and IEC 	 EXCEEDED  EXCEEDED  EXCEEDED  EXCEEDED
			Support trade opportunities for Canada through standardization	<ul style="list-style-type: none"> 2 additional joint Canada-U.S. national standards facilitated and supported by SCC 	<ul style="list-style-type: none"> Notices of intent issued to develop 11 joint Canada-U.S. national standards. 4 joint standards published, including 2 joint standards for personal flotation devices and immersion suits 	 EXCEEDED
			Accelerate adoptions of international standards	<ul style="list-style-type: none"> 2% year-over-year increase in number of national adoptions, international or regional standards, or international documents 	<ul style="list-style-type: none"> 114 adoptions, or 15% year-over-year increase 	 EXCEEDED
	<p>Canada possesses an adaptive, responsive and innovative standardization network that works collaboratively under SCC's leadership. The organization provides a high-performance, skilled environment that is aligned in support of Canada's key standardization priorities and positioned to seize opportunities that advance SCC as an international leader.</p>		Culture of excellence	<ul style="list-style-type: none"> 71% employee engagement Maintain less than 5% voluntary staff attrition 1.5% of base salary yearly investment in staff training and development aligned with industry benchmark 	<ul style="list-style-type: none"> Survey conducted with 73% employee engagement score achieved 2.2% voluntary staff attrition 1.5% of base salary invested in staff training and development 	 EXCEEDED  ACHIEVED  ACHIEVED
			Business modernization	<ul style="list-style-type: none"> 100% complete Quality Management System (QMS) modernization 80% complete Information Management/Information Technology (IM/IT) modernization 	<ul style="list-style-type: none"> QMS modernization complete Project delayed due to vendor delivery issues. Solution scope reduced 	 ACHIEVED  DELAYED
			Accreditation services	<ul style="list-style-type: none"> 80% customer satisfaction Successfully complete international peer evaluation by Asia Pacific Laboratory Accreditation Cooperation (APLAC) so that SCC is recognized as a global leader in conformity assessment 	<ul style="list-style-type: none"> 82% customer satisfaction score achieved Successfully completed international peer evaluation by APLAC 	 EXCEEDED  ACHIEVED
			Canadian Experts/ Membership satisfaction rate	<ul style="list-style-type: none"> Develop baseline for Canadian experts satisfaction rate 	<ul style="list-style-type: none"> Survey completed - baseline of 68% established 	 ACHIEVED
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