



STRATEGIC AND PERFORMANCE PLANNING OVERVIEW

'5\$ T QFSGPSNBODF QMBOOJOH GSBN'FXPSL BBJHJOBUSFTUGSPD UMB @ h @ D.
 0VS XPSL JT TUSVDUVSFE BSPVOE TUSBUFHJD HPBMT BOE PCKFDUJWF
 FBI PCKFDUJWF 4JYUFFO NFBTVSFT BSF DPOTJEFSFE LFZw NFBTVSFT
 outcomes. *O ': UIF '5\$ NFU PS FYDFFEFE PG UIF LFZ NFBTVSFT BOE

Strategic Goal (Numbers shown in millions.)	Objective	Performance
<p>CONSUMER PROTECTION Prevent fraud, deception, and unfair business practices in the marketplace.</p> <p>Cost: \$151</p>	<p>Identify fraud, deception, and unfair practices that cause the greatest consumer injury.</p> <p>Stop fraud, deception, unfairness, and other unlawful practices through law enforcement.</p> <p>Prevent consumer injury through education.</p> <p>Enhance consumer protection through research, reports, rulemaking, and advocacy.</p> <p>Protect American consumers in the global marketplace by providing sound policy and technical input to foreign governments and international organizations to promote sound consumer policy.</p>	<p>4 of 5 Key Measures Met or Exceeded</p> <p>(No data to consider for one measure)</p>
<p>ANTICOMPETITIVE BUSINESS PRACTICES Prevent anticompetitive mergers and other anticompetitive business practices in the marketplace.</p> <p>Cost: \$41</p>	<p>Take action against anticompetitive mergers and practices that may cause significant consumer injury.</p> <p>Prevent consumer injury through education.</p> <p>Enhance consumer benefit through research, reports, and advocacy.</p> <p>Protect American consumers in the global marketplace by providing sound policy recommendations and technical advice to foreign governments and international organizations to promote sound competition policy.</p>	<p>6 of 6 Key Measures Met or Exceeded</p>
<p>OPERATIONAL EXCELLENCE Advance the FTC's performance through organizational, individual, and management excellence.</p> <p>Goal 3's costs are distributed to Goal 1 and Goal 2 predominately by Goal 1's and Goal 2's FTE usage, except for those non-pay costs that are clearly attributable to a specific goal.</p>	<p>Provide effective human resources management.</p> <p>Provide effective infrastructure and security management.</p> <p>Provide effective information resources management.</p> <p>Provide effective financial and acquisition management.</p>	<p>5 of 5 Key Measures Met or Exceeded</p>

/PUF /FU \$PTUT SFQSFTFOU UIF BOOVBM DPTU PG BHFODZ PQFSBUJPOT 5IF HSPTT DPTU
 5IF 'FEFSBM 5SBEF \$PNNJTTJPO DPMMFDUT DPNQMBJOUT BCPVU DPNQBOJ
 BOE PUIFS MBXT XF FOGPSDF PS BENJOJTUFS \$POTVNFST NBZ GJMF DPN

TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2012 CONSUMER SENTINEL
