

(ii) an input measure that quantifies the amount of resources used to provide goods and services;

(iii) an outcome measure that quantifies the results an agency achieves or the benefits citizens receive from an agency's activities;

(iv) an output measure that quantifies the amount of goods and services produced by the agency; and

(v) a quality measure that quantifies or describes:

1. the effectiveness of the agency in meeting agency objectives;

2. aspects of the satisfaction that customers may or may not have with State goods or services; or

3. how State goods or services compare to some external or internal standard.

(h) "State comprehensive plan" means a statement of goals which serve as a broad directive for improving or making more cost effective State resources and services. The plan shall include no more than 10 statewide goals and 50 to 100 performance measures that describe the statewide progress towards its goals.

(I) "STATESTAT" MEANS THE ACCOUNTABILITY PROCESS DESCRIBED IN § 3-1003(B) OF THIS SUBTITLE.

[(i)] (J) "Strategic plan" means a statement of direction implemented by an agency to carry out its mission.

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(a) The Department shall review and update as necessary:

(1) the goals developed in the managing for results State comprehensive plan; and

(2) the plan's objectives and performance measures.

(b) **[On] EXCEPT AS OTHERWISE PROVIDED IN THIS SUBTITLE, ON or before July 1 of each year an agency, in conjunction with the Department, shall select no more than six agency goals that are:**