PROFECO
PROCURADURÍA FEDERAL DEL CONSUMIDOR

DIRECCIÓN GENERAL DE PLANEACIÓN Y EVALUACIÓN
DIRECCIÓN DE EVALUACIÓN Y SEGUIMIENTO
INDICADORES DE GESTIÓN SEGUIMIENTO DE METAS POR DELEGACIÓN
RESULTADOS ACUMULADOS AL MES DE: ENERO-DICIEMBRE 2018

INDICADOR	Porcentaje de quejas conciliadas mediante el procedimiento conciliatorio						Ind. Cump. Prog de Visitas de Verificación de Comportamiento Comercial			Ind. Cump. Prog de Visitas de Verificación de NOM´S			Ind. Cump. Prog de Visitas de Verificación Metrología			Porcentaje de instrumentos de medición ajustados por calibración			Productividad de Calibraciones			Porcentaje de duración del Procedimiento Conciliatorio (Cuatrimestral)						Porcentaje de atención de denuncias en contra de establecimientos comerciales Estándar 80%			RESULTADO DE LA SEMAFORIZACION				TOTAL Semáforos	MEDIDAS CORRECTIVAS
	Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios																		Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios												
DELEGACIÓN / SUBDELEGACIÓN / UNIDAD DE SERVICIO (*)	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Instrumentos Calibrados	Número de Verificadores	Productividad	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Recibidas	Atendidas	Resultado	V	A	R	N.A.		
Aguascalientes	78%	95.78%	122.8%	78%	89.29%	114.5%	404.00	401.00	99.3%	340.00	336.00	98.8%	134.00	135.00	100.7%	90%	100.00%	111.1%	1,992.00	4.42	450.7	50%	82.26%	164.5%	50%	62.79%	125.6%	114	114	100.0%	9	0	0	0	9	
Baja California																																				
Baja California	78%	86.27%	110.6%	78%	73.33%	94.0%	375.00	353.00	94.1%	298.00	302.00	101.3%	218.00	210.00	96.3%	90%	100.00%	111.1%	4,876.00	4.92	991.1	50%	70.35%	140.7%	50%	51.32%	102.6%	91	89	97.80%	7	2	0	0	9	
Mexicalí	78%	77.05%	98.8%	78%	78.10%	100.1%	342.00	324.00	94.7%	287.00	268.00	93.4%	107.00	100.00	93.5%	90%	100.00%	111.1%	3,772.00	2.50	1,508.8	50%	78.00%	156.0%	50%	67.40%	134.8%	72	72	100.0%	7	2	0	0	9	
Baja California Sur																																				
Baja California Sur	78%	90.83%	116.5%	78%	67.05%	86.0%	647.00	683.00	105.6%	603.00	646.00	107.1%	300.00	319.00	106.3%	90%	95.13%	105.7%	1,737.00	3.92	443.1	50%	59.31%	118.6%	50%	55.06%	110.1%	82	81	98.8%	8	1	0	0	9	
Campeche																																				
Campeche	78%	91.98%	117.9%	78%	84.26%	108.0%	227.00	223.00	98.2%	148.00	149.00	100.7%	98.00	96.00	98.0%	90%	99.53%	110.6%	1,887.00	4.00	471.8	50%	87.16%	174.3%	50%	79.56%	159.1%	13	13	100.0%	9	0	0	0	9	
Coahuila																																				
Coahuila	78%	92.27%	118.3%	78%	77.21%	99.0%	549.00	671.00	122.2%	300.00	382.00	127.3%	132.00	161.00	122.0%	90%	100.00%	111.1%	5,130.00	4.50	1,140.0	50%	67.77%	135.5%	50%	58.55%	117.1%	85	84	98.8%	9	0	0	0	9	
Torreón	78%	71.89%	92.2%	78%	80.49%	103.2%	451.00	492.00	109.1%	282.00	309.00	109.6%	102.00	100.00	98.0%	90%	100.00%	111.1%	3,741.00	3.17	1,180.1	50%	55.48%	111.0%	50%	47.26%	94.5%	73	73	100.0%	7	2	0	0	9	
Colima																																				
Colima	78%	98.03%	125.7%	78%	81.89%	105.0%	660.00	662.00	100.3%	536.00	536.00	100.0%	215.00	220.00	102.3%	90%	98.16%	109.1%	2,459.00	5.67	433.7	50%	95.06%	190.1%	50%	74.89%	149.8%	103	100	97.1%	9	0	0	0	9	
Manzanillo	78%	96.88%	124.2%	78%	97.40%	124.9%	112.00	184.00	164.3%	104.00	145.00	139.4%	55.00	84.00	152.7%	90%	100.00%	111.1%	754.00	3.00	251.3	50%	85.92%	171.8%	50%	80.63%	161.3%	11	11	100.0%	9	0	0	0	9	
Chiapas																																				
Chiapas	78%	73.96%	94.8%	78%	73.03%	93.6%	462.00	519.00	112.3%	301.00	290.00	96.3%	128.00	135.00	105.5%	90%	100.00%	111.1%	3,177.00	4.67	680.3	50%	59.00%	118.0%	50%	51.82%	103.6%	42	42	100.0%	8	1	0	0	9	
Tapachula	78%	86.44%	110.8%	78%	80.77%	103.6%	315.00	309.00	98.1%	189.00	205.00	108.5%	61.00	63.00	103.3%	90%	100.00%	111.1%	1,957.00	2.83	691.5	50%	77.59%	155.2%	50%	78.68%	157.4%	5	5	100.0%	9	0	0	0	9	
Chihuahua																																				
Chihuahua	78%	77.95%	99.9%	78%	77.25%	99.0%	1,297.00	1,477.00	113.9%	801.00	928.00	115.9%	354.00	411.00	116.1%	90%	100.00%	111.1%	8,733.00	5.92	1,475.2	50%	79.36%	158.7%	50%	64.44%	128.9%	280	267	95.4%	9	0	0	0	9	
Chihuahua	78%	78.32%	100.4%	78%	71.46%	91.6%	872.00	729.00	83.6%	667.00	581.00	87.1%	301.00	270.00	89.7%	90%	100.00%	111.1%	2,117.00	2.08	1,017.8	50%	73.02%	146.0%	50%	62.50%	125.0%	44	44	100.0%	5	4	0	0	9	
Durango	78%	94.93%	121.7%	78%	84.70%	108.6%	603.00	626.00	103.8%	396.00	405.00	102.3%	156.00	160.00	102.6%	90%	99.71%	110.8%	3,489.00	4.00	872.3	50%	90.56%	181.1%	50%	82.21%	164.4%	40	40	100.0%	9	0	0	0	9	
Guanajuato																																				
Guanajuato	78%	90.51%	116.0%	78%	83.13%	106.6%	1,116.00	1,144.00	102.5%	688.00	659.00	95.8%	336.00	336.00	100.0%	90%	100.00%	111.1%	4,047.00	4.08	991.9	50%	44.34%	88.7%	50%	30.88%	61.8%	325	319	98.2%	7	2	0	0	9	
Irapuato	78%	71.62%	91.8%	78%	91.18%	116.9%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	90%	100.00%	111.1%	993.00	0.00	0.0	50%	24.69%	49.4%	50%	20.93%	41.9%	0	0	N.A.	2	1	2	4	9	
Guerrero																																				
Guerrero	78%	91.09%	116.8%	78%	87.93%	112.7%	659.00	750.00	113.8%	533.00	544.00	102.1%	182.00	184.00	101.1%	90%	100.00%	111.1%	2,622.00	3.83	684.6	50%	58.45%	116.9%	50%	53.38%	106.8%	56	55	98.2%	9	0	0	0	9	
Iguala	78%	84.97%	108.9%	78%	78.72%	100.9%	217.00	227.00	104.6%	101.00	117.00	115.8%	99.00	102.00	103.0%	90%	99.90%	111.0%	2,037.00	1.92	1,060.9	50%	89.86%	179.7%	50%	88.34%	176.7%	2	2	100.0%	9	0	0	0	9	
Hidalgo	78%	89.96%	115.3%	78%	81.75%	104.8%	406.00	419.00	103.2%	321.00	308.00	96.0%	131.00	125.00	95.4%	90%	93.83%	104.3%	2,251.00	4.17	539.8	50%	81.64%	163.3%	50%	68.14%	136.3%	107	96	89.7%	9	0	0	0	9	
Jalisco	78%	93.99%	120.5%	78%	89.40%	114.6%	2,071.00	2,188.00	105.6%	1,517.00	1,531.00	100.9%	542.00	572.00	105.5%	90%	100.00%	111.1%	8,775.00	6.58	1,333.6	50%	61.96%	123.9%	50%	25.32%	50.6%	751	724	96.4%	8	0	1	0	9	
Toluca	78%	95.98%	123.1%	78%	95.54%	122.5%	549.00	667.00	121.5%	320.00	377.00	117.8%	156.00	188.00	120.5%	90%	99.84%	110.9%	3,667.00	3.33	1,101.2	50%	46.81%	93.6%	50%	16.34%	32.7%	146	144	98.6%	7	1	1	0	9	
Naucalpan	78%	81.99%	105.1%	78%	88.59%	113.6%	718.00	769.00	107.1%	441.00	429.00	97.3%	165.00	161.00	97.6%	90%	99.48%	110.5%	1,541.00	3.17	486.1	50%	48.57%	97.1%	50%	38.23%	76.5%	144	139	96.5%	8	1	0	0	9	
Nezahualcóyotl	78%	84.76%	108.7%	78%	50.09%	64.2%	1,204.00	1,256.00	104.3%	851.00	822.00	96.6%	290.00	270.00	93.1%	90%	99.84%	110.9%	3,174.00	6.50	488.3	50%	49.90%	99.8%	50%	48.98%	98.0%	231	221	95.7%	7	2	0	0	9	
Tlalnepantla																																				
Tlalnepantla	78%	96.81%	124.1%	78%	88.68%	113.7%	1,103.00	1,112.00	100.8%	960.00	974.00	101.5%	400.00	404.00	101.0%	90%	99.46%	110.5%	3,883.00	4.83	803.9	50%	90.37%	180.7%	50%	58.57%	117.1%	355	326	91.8%	9	0	0	0	9	
Ecatepec	78%	93.86%	120.3%	78%	80.45%	103.1%	155.00	207.00	133.5%	83.00	100.00	120.5%	51.00	51.00	100.0%	90%	100.00%	111.1%	1,461.00	1.58	924.7	50%	64.94%	129.9%	50%	45.21%	90.4%	156	141	90.4%	8	1	0	0	9	
Michoacán	78%	90.20%	115.6%	78%	82.24%	105.4%	473.00	509.00	107.6%	320.00	336.00	105.0%	133.00	134.00	100.8%	90%	97.71%	108.6%	4,135.00	4.42	935.5	50%	77.99%	156.0%	50%	53.19%	106.4%	174	174	100.0%	9	0	0	0	9	
Morelos	78%	80.25%	102.9%	78%	58.02%	74.4%	488.00	270.00	55.3%	361.00	187.00	51.8%	167.00	141.00	84.4%	90%	99.02%	110.0%	2,534.00	2.00	1,267.0	50%	72.19%	144.4%	50%	53.41%	106.8%	136	129	94.9%	5	2	2	0	9	
Nayarit	78%	80.26%	102.9%	78%	65.69%	84.2%	588.00	585.00	99.5%	361.00	356.00	98.6%	139.00	147.00	105.8%	90%	98.41%	109.3%	2,729.00	3.25	839.7	50%	74.11%	148.2%	50%	75.31%	150.6%	57	49	86.0%	8	1	0	0	9	
Nuevo León	78%	89.01%	114.1%	78%	84.36%	108.2%	2,197.00	2,388.00	108.7%	1,694.00	1,859.00	109.7%	614.00	637.00	103.7%	90%	100.00%	111.1%	6,064.00	5.42	1,118.8	50%	87.84%	175.7%	50%	72.80%	145.6%	490	475	96.9%	9	0	0	0	9	
Oaxaca	78%	86.64%	111.1%	78%	80.74%	103.5%	539.00	565.00	104.8%	443.00	415.00	93.7%	109.00	114.00	104.6%	90%	99.48%	110.5%	2,847.00	4.75	599.4	50%	44.14%	88.3%	50%	32.46%	64.9%	84	82	97.6%	6	3	0	0	9	
Puebla	78%	85.20%	109.2%	78%	85.29%	109.4%	914.00	870.00	95.2%	210.00	214.00	101.9%	59.00	58.00	98.3%	90%	100.00%	111.1%	5,713.00	7.17	796.8	50%	43.33%	86.7%	50%	36.11%	72.2%	216	186	86.1%	7	2	0	0	9	
Querétaro																																				
Querétaro	78%	91.05%	116.7%	78%	79.27%	101.6%	1,166.00	1,028.00	88.2%	654.00	574.00	87.8%	261.00	261.00	100.0%	90%	97.87%	108.7%	4,360.00	4.33	1,006.9	50%	70.59%	141.2%	50%	47.87%	95.7%	351	350	99.7%	7	2	0	0	9	
San Juan del Río*	78%	0.00%	N.A.	78%	0.00%	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	90%	0.0%	N.A.	0.00	0.00	0.0	50%	0.00%	N.A.	50%	0.00%	N.A.	0	0	N.A.	0	0	0	9	9	
Quintana Roo																																				
Quintana Roo	78%	95.59%	122.5%	78%	98.18%	125.9%	719.00	681.00	94.7%	585.00	539.00	92.1%	264.00	259.00	98.1%	90%	99.57%	110.6%	5,558.00	4.75	1,170.1	50%	59.05%	118.1%	50%	42.36%	84.7%	232	229	98.7%	7	2	0	0	9	
Chetumal*	78%	86.67%	111.1%	78%	100.00%	128.2%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	90%	0.0%	N.A.	0.00	0.00	0.0	50%	69.70%	139.4%	50%	66.12%	132.2%	0	0	N.A.	4	0	0	5	9	
Playa del Carmen	78%	100.00%	128.2%	78%	85.05%	109.0%	105.00	103.00	98.1%	81.00	80.00	98.8%	26.00	26.00	100.0%	90%	100.00%	111.1%	1,557.00	1.00	1,557.0	50%	74.47%	148.9%	50%	62.97%	125.9%	79	76	96.2%	9	0	0	0	9	
San Luís Potosí	78%	91.78%	117.7%	78%	76.36%	97.9%	931.00	976.00	104.8%	463.00	474.00	102.4%	186.00	217.00	116.7%	90%	99.85%	110.9%	2,035.00	4.67	435.8	50%	91.28%	182.6%	50%	73.77%	147.5%	56	56	100.0%	9	0	0	0	9	
Sinaloa																																				
Sinaloa	78%	93.37%	119.7%	78%	89.66%	114.9%	965.00	1,145.00	118.7%	535.00	633.00	118.3%	288.00	302.00	104.9%	90%	100.00%	111.1%	5,371.00	5.92	907.3	50%	52.86%	105.7%	50%	36.06%	72.1%	104	102	98.1%	8	1	0	0	9	
Sonora																																				
Sonora	78%	86.42%	110.8%	78%	71.28%	91.4%	420.00	433.00	103.1%	376.00	238.00	63.3%	147.00	90.00	61.2%	90%	100.00%	111.1%	262.00	6.58	39.8	50%	75.26%	150.5%	50%	32.97%	65.9%	40	40	100.0%	5	4	0	0	9	
Ciudad Obregón	78%	84.21%	108.0%	78%	72.95%	93.5%	146.00	143.00	97.9%	107.00	102.00	95.3%	47.00	47.00	100.0%	90%	100.00%	111.1%	2,354.00	2.75	856.0	50%	69.70%	139.4%	50%	67.59%	135.2%	4	4	100.0%	8	1	0	0	9	
Tabasco	78%	91.73%	117.6%	78%	71.55%	91.7%	598.00	792.00	132.4%	350.00	364.00	104.0%	157.00	169.00	107.6%	90%	99.47%	110.5%	4,278.00	3.25	1,316.3	50%	78.26%	156.5%	50%	55.57%	111.1%	43	37	86.0%	8	1	0	0	9	
Tamaulipas																																				
Tamaulipas	78%	91.88%	117.8%	78%	73.68%	94.5%	733.00	972.00	132.6%	575.00	668.00	116.2%	222.00	257.00	115.8%	90%	99.72%	110.8%	3,225.00	5.42	595.0	50%	94.08%	188.2%	50%	86.18%	172.4%	47	46	97.9%	8	1	0	0	9	
Reynosa	78%	94.38%	121.0%	78%	86.18%	110.5%	265.00	278.00	104.9%	198.00	219.00	110.6%	81.00	85.00	104.9%	90%	99.10%	110.1%	2,749.00	2.00	1,374.5	50%	88.60%	177.2%	50%	66.40%	132.8%	21	21	100.0%	9	0	0	0	9	
Tampico	78%	96.26%	123.4%	78%	85.85%	110.1%	249.00	258.00	103.6%	149.00	134.00	89.9%	78.00	77.00	98.7%	90%	100.00%	111.1%	2,228.00	3.00	742.7	50%	85.19%	170.4%	50%	65.49%	131.0%	12	11	91.7%	8	1	0	0	9	
Matamoros*	78%	95.91%	123.0%	78%	91.49%	117.3%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	90%	0.0%	N.A.	0.00	0.00	0.0	50%	91.95%	183.9%	50%	75.61%	151.2%	0	0	N.A.	4	0	0	5	9	
Tlaxcala	78%	94.17%	120.7%	78%	74.80%	95.9%	529.00	639.00	120.8%	331.00	483.00	145.9%	128.00	157.00	122.7%	90%	99.16%	110.2%	3,054.00	5.00	610.8	50%	92.74%	185.5%	50%	64.87%	129.7%	29	29	100.0%	9	0	0	0	9	
Veracruz																																				
Veracruz	78%	74.09%	95.0%	78%	73.94%	94.8%	547.00	551.00	100.7%	391.00	393.00	100.5%	193.00	192.00	99.5%	90%	99.94%	111.0%	4,864.00	3.67	1,325.3	50%	61.54%	123.1%	50%	49.97%	99.9%	161	156	96.9%	9	0	0	0	9	
Xalapa	78%	85.22%	109.3%	78%	70.19%	90.0%	230.00	228.00	99.1%	164.00	156.00	95.1%	79.00	75.00	94.9%	90%	99.75%	110.8%	2,433.00	1.83	1,329.5	50%	77.87%	155.7%	50%	67.65%	135.3%	59	55	93.2%	8	1	0	0	9	
Coatzacoalcos*	78%	82.00%	105.1%	78%	76.03%	97.5%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	90%	0.00%	N.A.	0.00	0.00	0.0	50%	65.52%	131.0%	50%	66.72%	133.4%	0	0	N.A.	4	0	0	5	9	
Yucatán	78%	86.25%	110.6%	78%	82.56%	105.8%	515.00	561.00	108.9%	204.00	232.00	113.7%	112.00	122.00	108.9%	90%	99.71%	110.8%	3,744.00	6.00	624.0	50%	80.23%	160.5%	50%	64.22%	128.4%	169	167	98.8%	9	0	0	0	9	
Zacatecas	78%	95.59%	122.5%	78%	79.53%	102.0%	396.00	407.00	102.8%	322.00	326.00	101.2%	115.00	129.00	112.2%	90%	100.00%	111.1%	2,257.00	3.67	615.0	50%	83.53%	167.1%	50%	65.80%	131.6%	15	15	100.0%	9	0	0	0	9	
Sur	78%	94.47%	121.1%	78%	78.96%	101.2%	970.00	1,048.00	108.0%	624.00	730.00	117.0%	256.00	270.00	105.5%	90%	92.34%	102.6%	2,714.00	7.33	370.3	50%	81.20%	162.4%	50%	67.57%	135.1%	429	420	97.9%	9	0	0	0	9	
Centro																																				
Centro	78%	90.66%	116.2%	78%	81.69%	104.7%	1,868.00	1,969.00	105.4%	1,127.00	1,163.00	103.2%	436.00	504.00	115.6%	90%	96.72%	107.5%	9,103.00	12.83	709.5	50%	54.77%	109.5%	50%	40.11%	80.2%	839	805	95.9%	8	1	0	0	9	
La Villa*	78%	83.8%	107.5%	78%	68.34%	87.6%	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	90%	0.00%	N.A.	N.A.	N.A.	N.A.	50%	73.31%	146.6%	50%	56.51%	113.0%	0	0	N.A.	3	1	0	5	9	
Poniente	78%	80.76%	103.5%	78%	44.14%	56.6%	850.00	904.00	106.4%	677.00	701.00	103.5%	251.00	250.00	99.6%	90%	100.00%	111.1%	2,213.00	7.00	316.1	50%	53.07%	106.1%	50%	28.63%	57.3%	302	301	99.7%	7	0	2	0	9	
Oriente	78%	80.74%	103.5%	78%	61.80%	79.2%	1,246.00	1,217.00	97.7%	805.00	801.00	99.5%	316.00	306.00	96.8%	90%	99.91%	111.0%	4,525.00	6.67	678.4	50%	62.38%	124.8%	50%	35.04%	70.1%	348	341	98.0%	7	2	0	0	9	
VERDE			53			40			46			42			45			51	**173,178**	**220.27**	**786.2**			50			40			50	417	46	8	33	**471**	417
AMARILLO			2			14			3			7			5			0						4			11			0					46
ROJO			0			1			1			1			0			0						1			4			0					8
N.A.			1			1			6			6			6			5						1			1			6					33
TOTAL			**55**			**55**			**50**			**50**			**50**			**51**			**51**			**55**			**55**			**50**					**471**