

ENGINEERING SERVICES PERFORMANCE METRICS

0. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Engineering Services - Customer Satisfaction Survey
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

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1. PRD Title: Engineering Services	Service: Planning/Programming Execution Metric Name: Programmed Amount vs Initial Award
Define the Metric – define each element of quantities being measured	The intent of this metric is to ensure accuracy of the PA when compared to the contract award amount. The metric compares the initial project Programmed Amount (PA) to the contract award amount. The percentage difference of all projects awarded in the last Fiscal year shall be used to determine the variation. The percentage difference shall be calculated by dividing the total initial contract award amounts of all projects awarded by the total PA. Reported monthly.
Sources of data used to calculate metric's value	The source of data is the Projects by Contract Management System (PCMS) in IWIMS. Service provider shall furnish report to accurately track results.
If the data currently exists, list where it can be located. If not available, so state.	The current information can be found in the PCMS in IWIMS.
If the data currently exists, provide the data value by the metric.	The required service level is the contract award amount is within 20%, either way, of the PA.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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2. PRD Title: Engineering Services	Service: Project Desing Metric Name: Current Working Estimate vs. Initial Award
Define the Metric – define each element of quantities being measured	The intent of this metric is to measure the service provider’s accuracy of the CWE when compared to the initial contract award amount. The metric compares the project Current Working Estimate (CWE) to the initial contract award amount. The percentage difference of all projects awarded in the last Fiscal year shall be used to determine the variation. The percentage difference shall be calculated by dividing the total CWEs of all projects awarded by the total initial contract award amounts.
Sources of data used to calculate metric’s value	The sources of data are the Projects by Contract Management System (PCMS) in IWIMS. Service provider shall furnish report to accurately track results.
If the data currently exists, list where it can be located. If not available, so state.	The current information can be found in the PCMS in IWIMS.
If the data currently exists, provide the data value by the metric	The required service level is that the initial contract award amount is within 10%, either way, of the CWE.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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3. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Projects Designed vs Projects in Program
Define the Metric – define each element of quantities being measured	The metric compares the number of projects 100% design complete to the number of projects in the approved program. The metric shall be calculated on a quarterly basis. The program consists of all projects approved by the 81 TRW Facilities Board which includes, but is not limited to, O&M, Quality of Life, Military Family Housing, Medical, DESC, NAF etc. Service provider in conjunction with base management will set quarterly/yearly targets. The metric shall be calculated by dividing the number of projects in the approved program into the number of projects 100% design complete.
Sources of data used to calculate metric's value	The source of data is the Projects by Contract Management System (PCMS) in IWIMS. Service provider shall furnish report to accurately track results.
If the data currently exists, list where it can be located. If not available, so state.	The source of data is the Projects by Contract Management System (PCMS) in IWIMS.
If the data currently exists, provide the data value by the metric.	The required level of service is: 25% of approved projects are 100% design complete by end of first fiscal quarter 50% of approved projects are 100% design complete by end of second fiscal quarter 100% of approved projects are 100% design complete by end of third fiscal quarter
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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4. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Contract Performance Time Growth
Define the Metric – define each element of quantities being measured	The intent of this metric is to control performance period growth. The metric compares the original construction performance period to the actual construction performance period. The metric shall attribute the construction schedule growth for each project to one of the following: Differing/changed site conditions Design deficiency Mission change Delay caused by service provider Average amount of performance time growth shall be measured over the last Fiscal year. The metric shall be calculated by taking the sum total number of days beyond the scheduled completion date during the measurement period and subtracting the sum total number of days ahead of the scheduled completion date during that same period; then that number is divided by the total number of projects completed. Reported monthly.
Sources of data used to calculate metric's value	The sources of data are the Projects by Contract Management System (PCMS) in IWIMS. Service provider shall furnish report to accurately track results.
If the data currently exists, list where it can be located. If not available, so state.	The source of data is the Projects by Contract Management System (PCMS) in IWIMS.
If the data currently exists, provide the data value by the metric.	The required service level is that the average performance period growth is less than 15% within a Fiscal year.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

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5. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Contract Cost Growth
Define the Metric – define each element of quantities being measured	The intent of this metric is to limit contract cost growth. The metric compares the totals of initial award amounts to the totals of the final contract amounts. The metric shall attribute the contract cost growth for each project to one of the following: Differing/changed site conditions Design deficiency Mission change Average amount of contract cost growth shall be measured over the last Fiscal year. This metric shall be calculated by dividing the total of all final contract amounts by the total of all initial award amounts in a Fiscal year.
Sources of data used to calculate metric's value	The source of data is the Projects by Contract Management System (PCMS) in IWIMS. Service provider shall furnish report to accurately track results.
If the data currently exists, list where it can be located. If not available, so state.	The source of data is the Projects by Contract Management System (PCMS) in IWIMS.
If the data currently exists, provide the data value by the metric.	The required service level is that the average contract cost growth is within 10% of the initial award amount.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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6. PRD Title: Engineering Services	Service: Engineering Services Metric Name: As-built Drawings
Define the Metric – define each element of quantities being measured	The intent of the metric is to limit the number of construction documents not incorporated into the as-built drawings and to ensure the as-built drawing database, both electronic and hard copy mylars, is current. The metric compares the total number of construction projects completed with updated as-built files to the total number of projects with construction complete. The percentage shall be calculated every quarter. The metric shall be calculated by dividing the number of construction and work order projects completed in any quarter into the number of sets of construction and work order documents updated with complete as-built documentation. Every project and work order is to be updated (as built) no later than six months after project and work order is completed.
Sources of data used to calculate metric's value	The sources of data are the Projects by Contract Management System (PCMS) in IWIMS and the as-built log.
If the data currently exists, list where it can be located. If not available, so state.	Service provider shall furnish report to accurately track results.
If the data currently exists, provide the data value by the metric.	The required service level is that at least 80% of completed projects will have as-built recorded into the master records within 3 months of their completion.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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7. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Customer Survey
Define the Metric – define each element of quantities being measured	The metric measures the customer satisfaction of Engineering Services provided. Customer satisfaction surveys shall be solicited, compiled, and tracked at project completion. Results of customer satisfaction surveys shall be averaged and reported over the last six months. Rating shall be calculated by adding all points assigned on the performance rating scale and dividing by the number of performance ratings. Total number of average ratings per survey shall be averaged together.
Sources of data used to calculate metric's value	Customer satisfaction shall be measured using the "CEC Survey" letter or service provider's approved equal.
If the data currently exists, list where it can be located. If not available, so state.	N/A.
If the data currently exists, provide the data value by the metric.	The expected service level is an average minimum rating of "4" on a "1-5" point rating scale.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	See attached "CEC Survey" letter. The service provider may submit for approval an alternate or additional means of collecting and measuring customer satisfaction.

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MEMORANDUM FOR
ATTENTION:

FROM: 81 CES/CEC

SUBJECT: Customer Feedback, Project MAHG,

1. In a continuing effort to improve our quality, we would like to know how satisfied you are with the project we recently completed. We would appreciate just a few minutes of your valuable time to complete the following questions. Your input will allow us to better understand what you expect from us in the future, where we are performing well, and where you think we need to improve. If you are not our primary point of contact on this project, please pass this memo to that person.

2. For each question asked below, rate our performance on a scale of one to ten, one being an answer of total disagreement, and ten being an answer of total agreement.

a. We provided a quality project that fulfilled your expectations.

[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE
]

b. Our project manager, , was in touch with you throughout the design and funding process and treated you with courtesy and a professional attitude.

[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE
]

c. Our construction inspector, , remained in touch with you throughout the construction and treated you with courtesy and a professional attitude.

[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE
]

d. We minimized the impact of construction on your organization as much as possible.

[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE
]

e. You received a timely and meaningful response to any questions.

[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE
]

f. Our overall performance to meet your needs was satisfactory.

KEESLER BASE OPERATING SUPPORT
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[DISAGREE 1 2 3 4 5 6 7 8 9 10 [AGREE]]

3. We would appreciate a short response to the following questions:

a. How could we have improved the service we provided to you on this project?

Three horizontal lines for response a.

b. What did we do that you liked?

Three horizontal lines for response b.

c. What did we do that you disliked?

Three horizontal lines for response c.

4. I would like to thank you for taking the time to fill out our questionnaire. Please send it back to us via local mail service (BITS). If I can be of help, either on this project or in an upcoming project, please feel free to call me at 377-5864. We will use your input to determine if we are successfully meeting our goals and to refine or develop new working procedures.

CLARENCE VAUGHN, JR
Chief, Engineering Flight

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8. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Warranty Calls
Define the Metric – define each element of quantities being measured	The metric measures the number of valid warranty calls per project placed by the using agency on projects valued over \$25,000. The percentage of warranty calls placed for all projects completed in the last six months shall be used to determine the percentage. The metric shall be calculated by dividing the total number of projects into the number of valid warranty calls received.
Sources of data used to calculate metric's value	The sources of data is the service provider's database/reporting system to track warranty calls.
If the data currently exists, list where it can be located. If not available, so state.	N/A
If the data currently exists, provide the data value by the metric.	The required service level is an average of no more than one warranty call per project and within a timeframe to meet customer expectations.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	N/A

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9. PRD Title: Engineering Services	Service: Engineering Services Metric Name: Regulation Compliance
Define the Metric – define each element of quantities being measured	The metric measures the number of instruction/regulation/code violations that occur during project programming, design, or construction over a one year period.
Sources of data used to calculate metric's value	The source of data is the service provider's database/reporting system to track violations.
If the data currently exists, list where it can be located. If not available, so state.	N/A
If the data currently exists, provide the data value by the metric.	The required service level is 100% compliance with all Air Force Instructions and Regulations, and all Building Codes listed in List of Publications, Appendix 17-A.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	This is a 100% compliance area.

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10. PRD Title: Engineering Services	Service: Engineering Services Metric Name: IWIMS Maintenance
Define the Metric – define each element of quantities being measured	The metric measures the number of times the IWIMS database is out of date or does not show the correct status of projects whether in the programming, design, or construction stages.
Sources of data used to calculate metric's value	The source of data is the service provider's database/reporting system to track violations and PCMS.
If the data currently exists, list where it can be located. If not available, so state.	N/A
If the data currently exists, provide the data value by the metric.	The required service level is 100% accuracy in all required/relevant fields in PCMS and the work order system.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	This is a 100% compliance area.