

## SUPPLY PERFORMANCE METRICS

0. PRD Title: Supply Services	Service: Supply Services <b>Metric Name:</b> <b>Supply Services - Customer Satisfaction Survey</b>
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.

## SUPPLY PERFORMANCE METRICS

1a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Commercially Available Supplies - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction, as measured by valid customer complaints, with the management of commercially available supplies and equipment and the provider’s ability to effectively meet the requirements of each particular service area.
Sources of data used to calculate metric’s value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 2 valid customer complaints per quarter. Cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.1.1.

## SUPPLY PERFORMANCE METRICS

1b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Commercially Available Supplies – Work Order Required Delivery Date (RDD) Effectiveness</b>
Define the Metric – define each element of quantities being measured.	This metric measures the percent of assets purchased and on hand to support open civil engineering work orders. This metric will be reported monthly.
Sources of data used to calculate metric's value.	CEMAS
If the data currently exists, list where it can be located. If not available, so state.	CEMAS
If the data currently exists, provide the data value by the metric.	Current data is for one year only. RDD Effectiveness for the period Jun 01 – Jun 02 was 90%. Required level of service is 90% or greater, reviewed on a monthly basis.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Reference PRD paragraph 17.1.2.1.1.

## SUPPLY PERFORMANCE METRICS

2a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Air Force Weapons System Supply Support - Stockage Effectiveness</b>
Define the Metric – define each element of quantities being measured.	The stockage effectiveness metric measures the percentage of demands (issues plus backorders minus non-stocked item backorders) that resulted in an off-the-shelf issue in direct support of Air Force weapon systems.
Sources of data used to calculate metric's value.	The source of data is the Monthly Base Supply Management Report (M32).
If the data currently exists, list where it can be located. If not available, so state.	The M32 is produced monthly by the Standard Base Supply System and is available in paper or electronic form.
If the data currently exists, provide the data value by the metric.	Data from Jul 01 – Jul 02. Jul 01 – 80.5%, Aug 01 – 78%, Sep 01 – 78%, Oct 01 – 78%, Nov 01 – 87%, Dec 01 – 85.6%, Jan 02 – 87.8%, Feb 02 – 81.4%, Mar 02 – 85.3%, Apr 02 – 80.5%, May 02 – 89%, Jun 02 – 86%, Jul 02 – 81.5%. The required level of service is 85% or greater.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.2. and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

2b. PRD Title: Supply	Service: Supply <b>Metric Name: Air Force Weapons System Supply Support -Total Non-Mission Capable Status</b>
Define the Metric – define each element of quantities being measured.	This metric measures the percentage of Total Non-Mission Capable rate that resulted in down-time in direct support of Air Weapon Systems.
Sources of data used to calculate metric's value.	The source data is the monthly Base Supply Management Report (M32).
If the data currently exists, list where it can be located. If not available, so state.	TheM32 is produced monthly by the Standard Base Supply System and is available in paper or electronic.
If the data currently exists, provide the data value by the metric.	Data from Aug 01-Aug 02. Aug 01 – 5.34%; Sep 01 – 9.23%; Oct 01 – 14.14%; Nov 01 -11.57%; Dec 01 – 6.54%; Jan 02 – 4.02%; Feb 02 – 5.05%; Mar 02 – 20.21%; Apr 02 – 16.32%; May 02 – 10.57%; Jun 02 – 27.35; Jul 02 – 20.2%; Aug 02 – 9.3%. The required level of service is 16% or less.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.2.3.

## SUPPLY PERFORMANCE METRICS

3a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Hazardous Material Tracking – Hazardous Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction, as measured by valid customer complaint with the tracking of all supplies containing hazardous materials used on base from the time they are requested until they are properly disposed of.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 1 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.3. and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

3b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Hazardous Material Tracking – Assets issued and input to EMIS</b>
Define the Metric – define each element of quantities being measured.	This metric measures the effectiveness the input into the EMIS.
Sources of data used to calculate metric's value.	Automated Stock Number User Directory (ASNUD) script listing compared to EMIS report.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is 100% of all hazardous material issues input to EMIS.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.3. and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

4a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>AFEMS Management - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction, as measured by valid customer complaint, with management/support of AFEMS reportable equipment to ensure the accuracy of records, timely processing, and to provide accurate visibility of AFEMS reportable equipment to command/USAF equipment managers.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 2 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Reference PRD Paragraph 17.1.2.4.1 and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

4b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>AFEMS Management - AFEMS Rejects</b>
Define the Metric – define each element of quantities being measured.	Inputs to the Air Force Equipment Management System (AFEMS) reject when there is a mismatch with, or erroneous data loaded in, the SBSS. This metric measures the number of days needed to clear the reject reported monthly.
Sources of data used to calculate metric's value.	AFEMS.
If the data currently exists, list where it can be located. If not available, so state.	AFEMS Reject Screen (AREJ).
If the data currently exists, provide the data value by the metric.	Not currently tracked. Required level of service is to clear AFEMS rejects within 5 workdays of receipt.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.4.1 and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

5a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Mobility Equipment Management - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction, as measured by valid customer complaint, with mobility equipment support to base organizations that have a mobility commitment.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 2 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.4.2.

## SUPPLY PERFORMANCE METRICS

5b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Mobility Equipment Management – Mobility Bag Shelf Life Items</b>
Define the Metric – define each element of quantities being measured.	This metric measures the number of items in mobility bags that have a shelf life that has expired, determining serviceability. Reported monthly.
Sources of data used to calculate metric's value.	Mobility Inventory Control and Accountability System and inspection of mobility bag shelf life items.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is zero mobility bag items with an expired shelf life.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.4.2.

## SUPPLY PERFORMANCE METRICS

6a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Individual Equipment - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures the customer satisfaction, as measured by valid customer complaint, with individual equipment to effectively meet personal/organizational equipment requirements of on- and off-base customers.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 10 valid customer complaints annually, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.4.3.

## SUPPLY PERFORMANCE METRICS

6b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Individual Equipment – Inventory Adjustment Rate</b>
Define the Metric – define each element of quantities being measured.	This metric measures the percentage (in dollars) of inventory adjustments (IADs) processed (over/short) each month compared to overall inventory value.
Sources of data used to calculate metric's value.	The source is the Monthly Base Supply Management Report (M32).
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Data from Aug 01-Jul 02. Aug 01 – 0%, Sep 01 – 2.3%, Oct 01 – 0%, Nov 01 –0%, Dec 01 –0.4%, Jan 02 – 0.2%, Feb 02 – 0.6%, Mar 02 – 8.9%, Apr 02 – 0%, May 02 – 0%, Jun 02 – 0%, Jul 02 – 0%.  Required level of service is 0.3 % or less.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.4.3.

## SUPPLY PERFORMANCE METRICS

7. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Dormitory Furniture - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures the customer satisfaction, as measured by valid customer complaint, with dormitory furniture and appliances to ensure sufficient quantities are on-hand to support base requirements.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 3 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraphs 17.1.2.4.4. & 17.1.2.4.5.

## SUPPLY PERFORMANCE METRICS

8. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Fuels and Cryogenic Management -Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction, as measured by valid customer complaint, with management/support of fuels and cryogenic products to meet the requirements of supported organizations.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 1 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.5. and sub-paragraphs.

## SUPPLY PERFORMANCE METRICS

9. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Fuels Mishaps</b>
Define the Metric – define each element of quantities being measured.	Fuels Managers must ensure all safety and environmental requirements are met to prevent fuels mishaps, safety violations, and fuel spills.
Sources of data used to calculate metric's value.	Base fuels mishap reports, safety reports, and fuel spill reports.
If the data currently exists, list where it can be located. If not available, so state.	Base fuels mishap reports, safety reports, and fuel spill reports.
If the data currently exists, provide the data value by the metric.	Zero Fuels Mishaps.
If Higher HQ standard, please enter and list source of standard.	40 CFR and AFI 23-201.
Additional Clarifications.	None.

## SUPPLY PERFORMANCE METRICS

10. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Manage Munitions Products - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by valid customer complaint, with munitions management/support to ensure on- and off-base munitions requirements are met.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 1 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.6.1.

## SUPPLY PERFORMANCE METRICS

11. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Munitions Accountability – Inventory Adjustments</b>
Define the Metric – define each element of quantities being measured.	This metric measures the accuracy of munitions inventory to ensure 100% accountability of all munitions assets.
Sources of data used to calculate metric's value.	Combat Ammunition System (CAS)-B computer system
If the data currently exists, list where it can be located. If not available, so state.	Inventory Accuracy List
If the data currently exists, provide the data value by the metric.	Required level of service is zero munitions inventory adjustments annually.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.6.1.

## SUPPLY PERFORMANCE METRICS

12. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Maintenance of Munitions Security and Safety of personnel – Security/Safety incidents.</b>
Define the Metric – define each element of quantities being measured.	This metric measures security and safety incidents to ensure security of munitions and safety of personnel are maintained at all times.
Sources of data used to calculate metric's value.	Reportable security incidents/safety mishaps.
If the data currently exists, list where it can be located. If not available, so state.	Unit safety/security representatives.
If the data currently exists, provide the data value by the metric.	Required level of service is zero security/safety incidents annually.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.6.2.

## SUPPLY PERFORMANCE METRICS

13a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Washer and Dryer Management - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by valid customer complaint, with maintaining washers and dryers to meet the needs of dormitory and lodging residents and base organizations.
Sources of data used to calculate metric’s value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 3 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.7.1.

## SUPPLY PERFORMANCE METRICS

13b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Washer and Dryer Management – Repair and Replacement</b>
Define the Metric – define each element of quantities being measured.	This metric measures the time frame for repairing or replacing washers and dryers to meet the needs of dormitory and lodging residents and base organizations.
Sources of data used to calculate metric's value.	Service provider-created log.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is repair or replacement of inoperative washers and dryers within three days of notification.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD paragraph 17.1.2.7.1.

## SUPPLY PERFORMANCE METRICS

14a. PRD Title: Community Services	Service: Supply <b>Metric Name:</b> <b>Linex Exchange and Organizational Laundry Services - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by valid customer complaint, with linen exchange and organizational laundry services which are provided to meet customers’ needs.
Sources of data used to calculate metric’s value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 10 valid customer complaints per year, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraphs 17.1.2.7.2. and 17.1.2.7.3.

## SUPPLY PERFORMANCE METRICS

14b. PRD Title: Community Services	Service: Community Services <b>Metric Name:</b> <b>Linex Exchange and Organizational Laundry Services – Accountability and Response</b>
Define the Metric – define each element of quantities being measured.	This metric measures accountability and response times for cleaning linen exchange and organizational laundry items.
Sources of data used to calculate metric's value.	Laundry slips and Service provider-created log.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is 100% return within 2 workdays of all items turned in for cleaning.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraphs 17.1.2.7.2. and 17.1.2.7.3.

## SUPPLY PERFORMANCE METRICS

15a. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Air Force Supply Information Systems Operations - Customer Complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by valid customer complaint, with processing required transactions and reports for standard Air Force supply information systems to ensure accuracy of databases, proper maintenance of accountable records, and reliable interchange of information with other Air Force or DoD systems.
Sources of data used to calculate metric's value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 2 valid customer complaints per quarter, cumulatively tracked and reported each month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.8.1.

## SUPPLY PERFORMANCE METRICS

15b. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Air Force Supply Information Systems Operations – Supply Interface System (SIFS)</b>
Define the Metric – define each element of quantities being measured.	SIFS dispatches data images generated by the SBSS application programs to outside agencies. It is also used to dispatch incoming data through the Base-Level Autodin Message Extraction and Automated Data Reports Submission Systems directly for computer processing or to an output file for external review. This metric measures how many SIFS images remain in the history file past 24 hours Reported monthly.
Sources of data used to calculate metric's value.	SBSS.
If the data currently exists, list where it can be located. If not available, so state.	SIFS History File.
If the data currently exists, provide the data value by the metric.	Required level of service is zero SIFS images in the history file over 24 hours old.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.8.1.

## SUPPLY PERFORMANCE METRICS

16. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Supply support during contingency operations – Customer complaints</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by valid customer complaint, with supply services during contingency operations to ensure customers’ mission requirements are met.
Sources of data used to calculate metric’s value.	Service provider-created or AETC complaint form.
If the data currently exists, list where it can be located. If not available, so state.	Not currently tracked.
If the data currently exists, provide the data value by the metric.	Required level of service is no more than 1 vaild customer complaint per quarter (when contingency operations support was provided).
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.9.1.

## SUPPLY PERFORMANCE METRICS

17. PRD Title: Supply	Service: Supply <b>Metric Name:</b> <b>Supply Customer Block Training – Class critique</b>
Define the Metric – define each element of quantities being measured.	This metric measures customer satisfaction , as measured by customer survey, with supply services block training to ensure supply customer education requirements are met.
Sources of data used to calculate metric's value.	Service provider critique or AETC survey form.
If the data currently exists, list where it can be located. If not available, so state.	Unit training manager.
If the data currently exists, provide the data value by the metric.	Required level of service is an overall average score of 4.0 or above on a scale of 1-5 on class critiques.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications.	Reference PRD Paragraph 17.1.2.9.6. Customer survey forms should have a customer comment section and customer contact information. The scale will be 1 to 5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory