

## PUBLISHING MANAGEMENT PERFORMANCE METRICS

0. PRD Title: Publication and Forms Management	Service: Publication Management <b>Metric Name:</b> <b>Publication and Forms Management - 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.

## PUBLISHING MANAGEMENT PERFORMANCE METRICS

1. PRD Title: Publishing and Forms Management	Service: Timely Access to Forms and Publications Metric Name: <b>Customer Complaints-Access to Local Forms and Publications</b>
Define the Metric – define each element of quantities being measured	This customer complaint metric will measure the timely access to local forms and publications placed on the base web site. Valid customer complaints will be collected and reported monthly.
Sources of data used to calculate metric's value	The service provider may develop a Government approved customer complaint form to collect the data.
If the data currently exists, list where it can be located. If not available, so state.	None
If the data currently exists, provide the data value by the metric.	Required level – Not more than 1 valid customer complaint per month. A customer complaint is defined as a response of 1 or 2 on the customer satisfaction survey.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory.

## PUBLISHING MANAGEMENT PERFORMANCE METRICS

2. PRD Title: Publishing and Forms Management	Service: AF Form 1382, Request for Review of Publications and/or Forms <b>Metric Name:</b> <b>Compliance with Regulations</b>
Define the Metric – define each element of quantities being measured	This metric will measure the Publications and Forms Managers review process and customers compliance to publications. The number of forms and publication non- compliant notifications will be reported each month.
Sources of data used to calculate metric's value	AFI 33-360 Volume 1 and AFI 33-360, Volume 2
If the data currently exists, list where it can be located. If not available, so state.	Publishing and Forms Managers office.
If the data currently exists, provide the data value by the metric. .	Required level is compliance with forms and publication management publications 100% of the time.
If Higher HQ standard, please enter and list source of standard.	AFI 33-360 Volume 1 and AFI 33-360, Volume 2.
Additional Clarifications	Subject to MAJCOM IG Inspections.

## PUBLISHING MANAGEMENT PERFORMANCE METRICS

3. PRD Title: Publishing Management	Service: Publications and Forms Review Process to Include Overall Customer Service <b>Metric Name:</b> <b>Customer Survey (Coordination Process)</b>
Define the Metric – define each element of quantities being measured	Customer survey will measure the assistance, advice, and guidance received during the coordination process. Results from customer surveys will be compiled monthly and reported quarterly. This will be a point of service survey.
Sources of data used to calculate metric's value	The Service provider may develop a Government approved customer satisfaction survey form to collect the data.
If the data currently exists, list where it can be located. If not available, so state.	No current data exists.
If the data currently exists, provide the data value by the metric.	Required level – Customer satisfaction of service window operations should rate an average of 4.0 or better on a scale of 1-5.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory.