



Command Policy

***PREPARATION AND USE OF 913 AW FORM 19, METRICS DEVELOPMENT
WORKSHEET***

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

OPR: 913 AW/CCX (SMSgt Anthony DeMito)

Certifier: 913 AW/CCX
(Lt Col Peter J. Patalak)

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This instruction implements Air Force Policy Directive 90-5. It provides guidance on the use of 913th Airlift Wing Form 19, Metrics Development Worksheet. It applies to all components of the 913th Airlift Wing.

Section 1 -- Introduction

1.1. A metric is a measurement taken over a period of time that conveys important information about a process. It should drive the appropriate management (leadership) action. A metric has two components.

1.1.1 The first component of a metric is the Metric Worksheet (913 AW Form 19).

1.1.2 The second component of a metric is the Metric Presentation (MP). The MP is a visual presentation of the data analyzed on the 913 AW Form 19.

1.2 A metric shows a trend.

1.3. A metric can be developed for any process; however, they are mandatory for key and vital processes.

1.4. Metrics should be tied directly to an objective in a plan. Metrics can be tied to objectives in the Wing Annual Plan and/or a Squadron or Flight Annual Plan.

1.5. The 913 AW Form 19, Metric Development Worksheet, must be used to consolidate all the appropriate process information and data.

1.6. The Metric Presentation is used to visually display the collected process data in a trend analyses format.

Section 2 -- Responsibilities

2.1. The 913 AW Quality Advisor (CCX) is responsible for providing metrics "train the trainer" training within the Wing. CCX is the final approval authority for all wing metrics.

2.2. Use of the 913 AW Form 19 is mandatory for developing metrics in this Wing effective 1 November 1996.

Section 3 -- Procedures

3.1. The 913 AW Form 8, Process Identification Worksheet must be completed before attempting to create a metric on any process.

3.2. The 913 AW Form 19, Metric Development Worksheet must be completed prior to attempting to create a metric presentation (graphic or chart) for any process.

3.3. The completed 913 AW Form 19, Metric Development Worksheet should be approved by CCX before attempting the Metric Presentation.

Section 4 -- Instructions on Completion of 913 AW Form 19

4.1. Block 1, Process Name. Transfers directly from 913 AW Form 8, Block 1.

4.2. Block 2, Process Owner. Transfers directly from 913 AW Form 8, Block 2.

4.3. Block 3, Organizational/Process Objective. Transfers directly from block 7 of the 913 AW Form 8.

4.4. Block 4, Operational Definition. This is where you explain your data collection method and the formula used to demonstrate your trend analyses.

4.5. Block 5, Existing Measurements Available. If you are already taking measurements that demonstrate your process performance, name them here or state "NONE."

4.6. Block 6, New Measurements Required. If you had adequate measurements in Block 5, state "NONE." If you didn't have an entry in Block 5, explain what measurements you plan to develop that will clearly demonstrate your process performance.

4.7. Block 7, Description of Metric Presentation. You may verbally describe your metric presentation here or simply state "see attached" and attach a copy of it to the worksheet.

4.8. Block 8, 9, and 10, CCX Approval. Enter the approving official's typed name and signature. Also enter the date approved.

Section 5 -- Availability. The 913 AW Form 19 is available through the Local Area Network on the F drive. The forms can also be obtained through the servicing Publications Distribution Office for those individuals who do not have access to Banyan Vines.

Section 6 -- Disposition. Dispose of the 913 AW Form 19 in accordance with AFMAN 37-139, Table 38-2, Rule 11.

RICHARD R. MOSS, Colonel, USAFR
Commander