DCMDI Customer Service Standards
Objective and Methodology

• Improve District Effectiveness and Efficiency in Support of Customers
• DCMDI Chartered Process Action Team (PAT)
• PAT Direction
  - Isolate Processes
  - Review, Analyze and Improve Processes
  - Establish Quantitative/Qualitative Measures
DCMDI / CAO Joint Processes

• SF 52 Receipt and Internal Processing
• Business Case Receipt, Review, Analysis and Processing
• Data Calls - Source, Count
SF 52 & Business Case Processes

• Standards Established for Staff processing time:
  - 48 hours for SF 52s
  - 5 workdays for Business Case Fact Sheets
  - 3 workdays (internal) for formal Business Cases

• Let’s see how we did...
How’d we do?

- Average Cycle time August 99 through October 99 was 1.2 Days (123 total actions)
- Average Cycle time November 99 through May 00 was 1.6 Days (420 total actions)
- Up 341% in Total Actions which equals to the .4 Day increase in average cycle time
How’d we do?

- Let’s look deeper….Cycle time by location

<table>
<thead>
<tr>
<th></th>
<th>Aug – Oct 99</th>
<th>Nov 99 – May 00</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>25 actions</td>
<td>96 actions</td>
</tr>
<tr>
<td></td>
<td>2.0 days</td>
<td>2.8 days</td>
</tr>
<tr>
<td>GC</td>
<td>21 actions</td>
<td>74 actions</td>
</tr>
<tr>
<td></td>
<td>1.6 days</td>
<td>1.2 days</td>
</tr>
<tr>
<td>GG</td>
<td>25 actions</td>
<td>81 actions</td>
</tr>
<tr>
<td></td>
<td>1.5 days</td>
<td>0.95 days</td>
</tr>
<tr>
<td>GJ</td>
<td>16 actions</td>
<td>71 actions</td>
</tr>
<tr>
<td></td>
<td>2.4 days</td>
<td>1.7 days</td>
</tr>
<tr>
<td>GU</td>
<td>22 actions</td>
<td>76 actions</td>
</tr>
<tr>
<td></td>
<td>1.1 days</td>
<td>1.4 days</td>
</tr>
<tr>
<td>HQ</td>
<td>14 actions</td>
<td>22 actions</td>
</tr>
<tr>
<td></td>
<td>0.14 days</td>
<td>0.68 days</td>
</tr>
</tbody>
</table>
**SF 52 & Business Case Processes**

- **How’d we do?**
  
  - Let’s look deeper....Number of individual actions exceeding standard

<table>
<thead>
<tr>
<th></th>
<th>Aug – Oct 99</th>
<th>% Over</th>
<th>Nov 99 – May 00</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>4 actions</td>
<td>3-7 days</td>
<td>(38%) 37 actions</td>
</tr>
<tr>
<td></td>
<td>(1 at 29 days)</td>
<td>(1 at 21 and 28 days)</td>
<td></td>
</tr>
<tr>
<td>GC</td>
<td>6 actions</td>
<td>4-6 days</td>
<td>(26%) 19 actions</td>
</tr>
<tr>
<td>GG</td>
<td>6 actions</td>
<td>3-6 days</td>
<td>(6%) 5 actions</td>
</tr>
<tr>
<td>GJ</td>
<td>7 actions</td>
<td>4-5 days</td>
<td>(25%) 18 actions</td>
</tr>
<tr>
<td>GU</td>
<td>2 actions</td>
<td>4 days</td>
<td>(24%) 18 actions</td>
</tr>
<tr>
<td>HQ</td>
<td>0 actions</td>
<td>3 days</td>
<td>(9%) 2 actions</td>
</tr>
</tbody>
</table>
SF 52 & Business Case Processes

• How’d we do?
  - Let’s look deeper
    • GA: 2 actions that far exceed the norm
      - 28 days: O/S Extension - Thompson, Janet
        » 52 submitted
        » Overseas Tour Extension >5 Yrs was needed
      - 21 days: Reassignment - Sivels
SF 52 & Business Case Processes

• How’d we do?
  - Data Base established in February 00
  - Twenty actions since February 00
    • 8 closed
      - 2 for FY00 [closed within BC Process Standards]
      - 6 for FY01
    • 2 formal cases pending BPT/RUC approval
    • 10 informal cases
      - For FY01
      - Pending approval
SF 52 & Business Case Processes

- OFIs
  - Analysis Non-Compliant Cases
  - Regular Monthly Reviews
  - Training
    - Process
    - Database
**Data Calls**

• **Develop Control Point**
  - Cross-Directorate, Multi-Functional Environment
    • Ensure full use of automated systems & cross-directorate intel
    • Director awareness

• **Measures (Quantitative)**
  - Source
  - Count
    • Reduce count in next FY
    • Accurate Recurring Reports List
    • Opportunity to discuss use and options with source
Data Calls

- Timeframe – May 99 through May 00
  - 12 Data Calls
    - 9 sent to All CMOs
    - 3 were theater specific
      - Sent to Pacific, only: F-16 Program with Korean Air
      - Not sent to Middle East and Pacific: NATO A/C 250, Subgroup B
      - Not to Americas: to support a requested deviation from MOCAS reporting requirements contained in the One Book Deficiency Reports Chapter
Data Calls

• Type of Data
  - Specific
    • 2 requests
      - MMR PAT needed information
      - Add’l info needed after Commander’s Conference
  - Regulatory/Recurring
    • 10 requests
      - Monthly, Periodic, Annual
      - Per DCMA/DCMDI/One Book Policies
Data Calls

• OFIs
  - Add to Recurring Reports List
  - Add to Corporate Business/Public Folder
Data Calls

Do we still need this?
Next Up?

• Add Training Service Standards
  - the number of training requests & certs processed each month and the number of days it took to get them processed.
  - establish a baseline for avg # of days to process a request and then set a customer service goal that is based on improving that avg over time.