

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting								5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (Timeliness)	92%	83%	Contractor shall document the date.		35%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (Accuracy)	92%	83%	Contractor shall document the date.		35%		
3	Contract Reporting	The GRC IRIS Report shall be completed and submitted via email within 24 hours of a mishap. The IRIS Report will be updated and posted in LTID Executive Reports within 10 days to report investigative notes and additional planned corrective actions.	85%	75%	Contractor shall document the date.		30%		
	1.0 Logistics								20%
	1.1 Property Management Services							25%	
1101	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	Supervisor or Work Leader to perform random sample at end of month. At month's end pull a minimum .5% random sample.	20%		
1102	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	Supervisor or Work Leader to perform random sample at end of month. At month's end pull a minimum 2% random sample.	30%		
1103	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	100%	98%	Government IT TR will conduct a random sampling of computer disk drives cleaned by contractor in a six-month period.	Government IT TR shall submit report of computer disk drives cleaned by contractor in a six-month period.	20%		
1104	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracking System is completed to include disposal).	Supervisor or Work Leader to perform random sample at end of month. At month's end pull a minimum 2% random sample.	30%		
	1.2 Supply Management							25%	
1201	1.2 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	Weekly verification through MTS. End of month.	20%		
1202	1.2 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	Weekly verification through MTS. End of month.	20%		
1203	1.2 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey system will compile the average score of customer satisfaction. Individual surveys will be available for review.	End of month.	60%		
	1.3 Freight Traffic							20%	
1301	1.3 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents		70%		
1302	1.3 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming.	98%	95%	Contract shall conduct visual daily inspection.		30%		
	1.4 Transportation Operations							25%	
1401	1.4 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	Logistics Manager will verify activity on a weekly basis. End of month. Full sample.	10%		

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
1402	1.4 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	Logistics Manager will verify activity on a weekly basis. End of month. Full sample.	10%		
1403	1.4 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	Logistics Manager will verify activity on a weekly basis. End of month. Full sample.	10%		
1403	1.4 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	Logistics Manager will verify activity on a weekly basis. End of month. Full sample.	10%		
1405	1.4 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	Logistics Manager will verify activity on a weekly basis. End of month. Full sample.	10%		
1406	1.4.3 Mail Processing	Mail Services customer satisfaction metric shall maintain the following overall average scores. SPL (80% = an average score of 4.0 on all surveys in a six-month period.) AQL (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey data will be compiled and the average score of all customer satisfaction surveys will be calculated. Individual surveys will be available for review. (Note- This is not a contract Customer survey)	TR will review survey data.	10%		
1407	1.4.5 Vehicle Maintenance	Vehicle Preventive Maintenance inspections shall be scheduled and completed in accordance with established Vehicle Maintenance requirements.	95%	90%	Contractor shall review the Vehicle Tracker System maintenance due report.	Weekly verification through Vehicle Tracker. End of month.	10%		
1408	1.4.5 Vehicle Maintenance	Vehicle Preventive Maintenance shall be completed in accordance with the Vehicle Maintenance/Safety Inspection Check List. A vehicle repair Work Order shall be created for each maintenance. These shall be recorded into the Vehicle Tracker System.	95%	90%	TR and customers will perform personal observation. TR will review check list and information output from Vehicle Tracker System.	TR will inspect each PM on a daily basis. End of month. Random sample.	10%		
1409	1.4.5 Vehicle Maintenance	Unscheduled maintenance procedures shall be complete and correct so as to meet customer requirements. A vehicle repair Work Order shall be created for each maintenance and recorded into the Vehicle Tracker System.	95%	90%	TR and customers will perform personal observation. TR will review check list and information output from Vehicle Tracker System.	TR will review each Vehicle Repair Work Order (NASA Form C-696). Weekly review of garage activities.	10%		
1410	1.4.8 Fuels Distribution	Propellant readings and propellant usage reports shall be completed daily and submitted to the TR by 8:30 AM each morning.	95%	90%	TR will review the reports on a daily basis.	TR to enter data on the form daily. Readings submitted to TR same day and usage reports are submitted to the TR by the next morning.	10%		
	1.5 Move Operations							5%	
1501	1.5 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	40%		
1502	1.5 Move Operations	Monthly reports shall be submitted no later than the required submittal date. (Timeliness)	80%	60%	Contractor shall document the date.	TR will provide a list of reports due. Contractor will provide a monthly report of delivery dates.	20%		
1503	1.5 Move Operations	Project Checklist shall be initiated and completed accurately and on file for each move processed. Checklists shall be readily accessible.	80%	60%	All jobs open and completed to be audited by TR throughout the month.	Contractor will provide a monthly report to the TR of all open and completed jobs.	40%		
	2.0 Stock Purchases								0%
	2.0 Stock Purchases	No Performance Standards							

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Media Services								35%
	3.1 Scientific and Technical Publishing							35%	
3102	3.1 Scientific and Technical Publishing	Required communication material review approvals shall be submitted to or approved by the CMR process before completed work is sent for reproduction or released to the customer.	85%	73%	Contractor shall perform 100% inspection.	Supervisor shall submit the statistical report monthly.	20%		
3103	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	TR reviews 100% of monthly distribution plus 30% of the rest of the monthly output.	20%		
3104	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the report.	Supervisor shall review 100% of all jobs completed for the month.	10%		
3105	3.1 Scientific and Technical Publishing	Cost recovery accounting data shall be transmitted biweekly to the LTID financial point of contact, according to the "Charge Back Spreadsheets Posting Schedule" for each fiscal year.	95%	90%	Contract supervisor shall send an email to the LTID financial point of contact when data is sent and cc the TR.	Supervisor shall submit the statistical report monthly.	10%		
3106	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	Supervisor shall submit the statistical report monthly.	10%		
3107	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	100%	90%	TR will review completion of required forms at the time the technical report is reviewed.	Supervisor shall submit the statistical report monthly.	20%		
3108	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	Supervisor shall review 100% of technical reports completed for the month.	10%		
	3.2 Duplicating							15%	
3201	3.2.1 Duplicating Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the in house management report for timeliness.	Supervisor shall submit timeliness data from in house management report.	30%		
3202	3.2.1 Duplicating Facility Support	Finished products shall meet Level III of GPO's quality standards. (Good quality, above average quality).	97%	92%	Contractor shall perform a quality review of the printing attributes of 15 randomly selected products/jobs.	Printing attributes: Line quality, hickies/spots, halftones/photos, finishing (sample size:15x4=60)	40%		
3203	3.2 Duplicating Facility Support, Copiers, GPO Printing	Printing databases (Duplicating Facility, GPO, and Copiers) shall contain accurate and updated (not more than 3 days old) information.	98%	97%	Contractor shall perform a random sampling of 15 records completed during the period.	Title, Req Del Date, Completed Date, In Date, Electronic, Customer, Category, Org, Copies, Funding Code (10x15=150 sample size)	20%		
3204	3.2 Duplicating Facility Support, Copiers, GPO Printing	Administrative forms to perform work shall be completed with accurate information for processing.	93%	87%	Contractor shall perform a random sampling of 15 forms.	Supervisor shall perform a random sampling of products. (Sample Size=15)	5%		
3205	3.2 Duplicating Facility Support, Copiers, GPO Printing	All items requiring communication material review have been submitted for review or approved prior to production.	98%	95%	Contractor shall perform 100% inspection.	Supervisor shall perform inspection of products.	5%		
	3.3 Imaging Technology							35%	
3301	3.3 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.	80%	60%	Survey system will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will conduct a minimum of 10 telephone or face-to-face customer surveys. Surveys will be conducted and entered into survey system each month.	20%		

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
3302	3.3 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the On-Time Percentage Report	Weekly monitoring of QC records by TR/SSC Supervisor/Production Coordinator. Random sampling throughout the week, compiled at month's end. Sample size is variable based on work load.	20%		
3303	3.3 Imaging Technology	Audio visual set-ups shall be completed on time and in accordance with the customer work request.	90%	80%	TR will randomly inspect jobs as work is completed	TR shall submit the statistical report monthly.	15%		
3304	3.3 Imaging Technology	Production logs shall be submitted within 3 business days after the end of the weekly time period.	95%	90%	Contractor shall perform a random sampling of reports.	Random sampling weekly	5%		
3305	3.3 Imaging Technology	Metadata for C# entries shall be accurate and complete.	95%	90%	Contractor shall perform a random sampling for accuracy and completeness.	30% random sampling weekly	5%		
3306	3.3 Imaging Technology	Products shall be randomly checked to ensure packaging and labeling conform to NASA communication standards.	98%	95%	Contractor shall perform a random sampling of completed products.	30% random sampling weekly	15%		
3307	3.3 Imaging Technology	Work requests from external sources which includes Law Enforcement Agencies shall be documented and reported monthly. Division Chief will be notified within 8 hours from the time of the request and receive a monthly report.	98%	95%	Contractor shall provide TR with access to a shared directory that contains a log with the transaction history.	Supervisor shall review 100% of entries into log. Supervisor shall submit a monthly report to TR and Division Chief.	20%		
	3.4 Information Services Support							15%	
3401	3.4 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	15%		
3402	3.4 Information Services Support	On web posting for single page, posting will be completed within one business day.	90%	80%	Contractor will provide TR with access to a shared directory that contains a log with the transaction postings.	Supervisor shall submit the statistical report monthly.	15%		
3403	3.4 Information Services Support	Data identified by data owner will be backed up incrementally on a nightly basis and a full back up on a weekly / monthly basis.	95%	94%	Contractor will provide TR with access to a shared directory that contains a log with the completed transaction history.	Supervisor shall submit the statistical report monthly.	35%		
3404	3.4 Information Services Support	Close production call problems within 8 business hours; resolution may entail contacting vendor or GNOC for assistance, directing call to ODIN, or finding a temporary solution.	90%	80%	Contractor will provide TR with appropriate ITS rapid response information via ITS application.	Supervisor shall submit the statistical report monthly.	35%		
	4.0 Records Management and History Support/ Forms								5%
	4.1 Records Management							50%	
4101	4.1 Records Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	100%		
	4.2 Forms Support							10%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
4201	4.2 Electronic Forms Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	100%		
	4.3 History Support							40%	
4301	4.3 History Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	100%		
	5.0 Library Services								5%
5101	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	TR is to verify this inspection through weekly random sampling.	10%		
5201	5.2 Collection Management	A partial and proportional Inventory of the collection shall be made during each 6 month period in order to complete an inventory of the total collection within each 5 year cycle. Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection. Collections should be reviewed for currency and weeded as necessary on a monthly basis.	90%	78%	Contractor shall perform observation of carts as well as shelf reading. Contractor shall present weeded items to TR for review. Contractor shall prepare and present to the TR an inventory list summarizing activities for the preceding 6 months.	TR shall verify through random shelf reading once a month. Librarian will review weeded item within 2 weeks of presentation.	10%		
5301	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders. Minimum 20 samples.	TR is to verify this inspection through weekly random sampling.	10%		
5302	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue. Electronic subscriptions should be kept current and accessible. A report of journal subscription recommendations and past year usage should be submitted in July of each year.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area. Contractor shall perform monthly checks of electronic subscriptions to ensure access	TR is to verify through random checks of electronic and print access	10%		
5303	5.3.2 Nonsubscription Materials/ Document Delivery	Patron requests for items through InterLibrary Loan or Document Delivery should be processed within 3 working days of receipt.	88%	78%	Contractor shall perform a random sampling of orders. Minimum 20 samples.	TR is to verify through random checks of patron requests.	10%		
5401	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor will perform random sampling of the carts and the shelves. Galaxy printout must occur as cataloging occurs.	TR is to verify this inspection activity once each month.	10%		

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
5402	5.4 Document Cataloging	A minimum of 400 items per month shall be cataloged until all technical materials held in the GRC Library have a record in NASA Galaxie with Glenn holdings attached. Items shall be added in the following order of priority; (1) the backlog of technical documents currently held; (2) new materials; (3) materials requiring original cataloging.	75%	50%	Contractor shall perform observations of carts as well as database monitoring. Minimum 40 samples.	TR is to verify the inspection activity through random sampling.	10%		
5501	5.5 Reference Services	The reference desk should be staffed during Library hours of operation. Reference services will be performed as agreed upon with the TR	92%	80%	Contractor will record each event.	TR is to verify this inspection activity every other week through observation.	10%		
5601	5.6 Electronic Library	Maintenance of the Electronic Library (webpage) will be done on a monthly basis. Additions of resources to the Electronic Library should be accomplished as needed.	95%	75%	Contractor shall submit a monthly report on the maintenance of the Electronic Library and any additions.	TR is to approve any additions. Librarian will verify maintenance through random sampling.	10%		
5701	5.7 Outreach Activities	Outreach activities (including tours and training) shall be accomplished according to the schedule agreed upon with the TR. Partnering with research organizations to tailor the utilization of Library resources to advance Center projects and programs. Number of contacts and subject research efforts will be compiled monthly.	92%	75%	Contractor will record each event and attempt at outreach.	TR is to verify these activities through observation as service occurs.	10%		
	6.0 Administrative Support								5%
6021	6.2 CO Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		8.12%	
6031	6.3 DF Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey system will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		7.89%	
6041	6.4 CFC Organization Development and Training Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		12.72%	
6051	6.5 XP Community & Media Relations Editorial Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		6.65%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
6071	6.7 IEMP Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		0.00%	
6081	6.8 PO/Space Operations Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.47%	
6091	6.9 IAPG Interagency Advanced Power Group Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		5.25%	
6101	6.10 XP/Content Creator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		4.63%	
6111	6.11 X/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		4.57%	
6121	6.12 XN/Educational Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		8.83%	
6131	6.13 Technology Transfer Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.88%	
6141	6.14 PTC/Constellation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		7.32%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
6151	6.15 PCAD Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.47%	
6161	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.16%	
6181	6.18 XN/Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		10.32%	
6231	6.23 XN/Program Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.76%	
6241	6.24 Educational Technology Specialist Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		5.39%	
6251	6.25 DB/Communication and Web Support for the Engineering and Technical Services Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		2.57%	
								100.00%	
	7.0 Clerical Support								5%
7011	7.1 Unscheduled Clerical Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		0.00%	
7021	7.2 A/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.17%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
7031	7.3 G/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		2.86%	
7041	7.4 PRX/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.24%	
7061	7.6 S/Office of Strategic Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.24%	
7071	7.7 E/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.17%	
7081	7.8 B/R Resources and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		0.26%	
7091	7.9 Financial Management Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		10.37%	
7101	7.10 Integrated Financial Management Program Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.24%	
7111	7.11 CF/Office of Human Resources & Workforce Planning	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		7.50%	
7121	7.12 Q/Safety and Assurance Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		4.94%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
7131	7.13 CH/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		9.36%	
7141	7.14 P/PR/PRV/Programs and Projects Directorate / Aeronautics Division / Vehicle Systems Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		2.26%	
7151	7.15 R/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		20.36%	
7171	7.17 Office of Chief Engineer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		0.70%	
7181	7.18 PT/Exploration Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		5.52%	
7191	7.19 PRA/Aviation Safety	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%		Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.10%	
7201	7.20 V/Office of the Chief Information Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.54%	
7211	7.21 DR/Research Testing Division (RTD)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		5.48%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
7221	7.22 DE/Engineering Development Division Support to Manufacturing	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.11%	
7231	7.23 DF/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		3.41%	
7241	7.24 DE/Engineering Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		5.57%	
7281	7.28 XP/Community and Media Relations Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.24%	
7291	7.29 XT/Technology Transfer and Partnership Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		2.85%	
7311	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		2.95%	
7341	7.34 DA/Aircraft Operations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.38%	
7351	7.35 PBM/Space Propulsion and Mission Analysis	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.		1.18%	
								100.00%	
	8.0 Metrology Services								20%
	8.1 Calibration							85%	

TIALS Performance Standards
NNC05CB17C

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Evaluation Method	Weight of Standard	Weight Within Task	Weight Within Contract
8101	8.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	TR will prepare a performance evaluation survey through the survey system each month.	15%		
8102	8.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	GRC-W0620.3.11.1.020 Calibration Laboratory Quality Assurance/Quality Control WI. 6-8% of available population.	20%		
8103	8.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received in the Cal Lab, until it is picked up for delivery to customer.	90%	80%	Contractor shall evaluate data from the production summary report.	Supervisor shall submit the statistical report monthly.	20%		
8104	8.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	Supervisor shall submit the statistical report monthly.	25%		
8105	8.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	Supervisor shall submit the statistical report monthly.	10%		
8106	8.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	TBD. Approximately 6% of population.	10%		
	8.2 Instrument Pool							15%	
8201	8.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	Production control inspects 100% of records related to transactions for the month.	30%		
8202	8.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Survey System will compile the average score of customer satisfaction. Individual surveys will be available for review.	Surveys are sent out by instrument pool technical coordinator to 100% of the customers completing a transaction during the month. All returned surveys are reviewed by the supervisors.	20%		
8203	8.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	Supervisor verifies that all reports contain the required information. Reports are submitted monthly as part of the performance data.	25%		
8204	8..2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	Instrument pool technical coordinator monitors the list weekly. Supervisor verifies monthly. Report is submitted to the TR as part of the monthly performance data.	25%		
					Sanity Checks				
									100%

HELPFUL HINTS: Consider selecting fewer measures and metrics - the more things are measured, the more time and effort are required to manage the effort. Try to identify 5-10 Key Performance Indicators (KPIs) and just measure