

SECTION 15. PERFORMANCE STANDARDS PROCESS

15.1 General. The Performance Standards Process provides statistical data for managers to assess the effectiveness of supply performance.

15.2 Interfaces. The Performance Standards Process has both internal and external interfaces.

15.2.1 External Interface. The Performance Standards Process interfaces externally with other SARSS echelons as shown in figure 15.2-1.

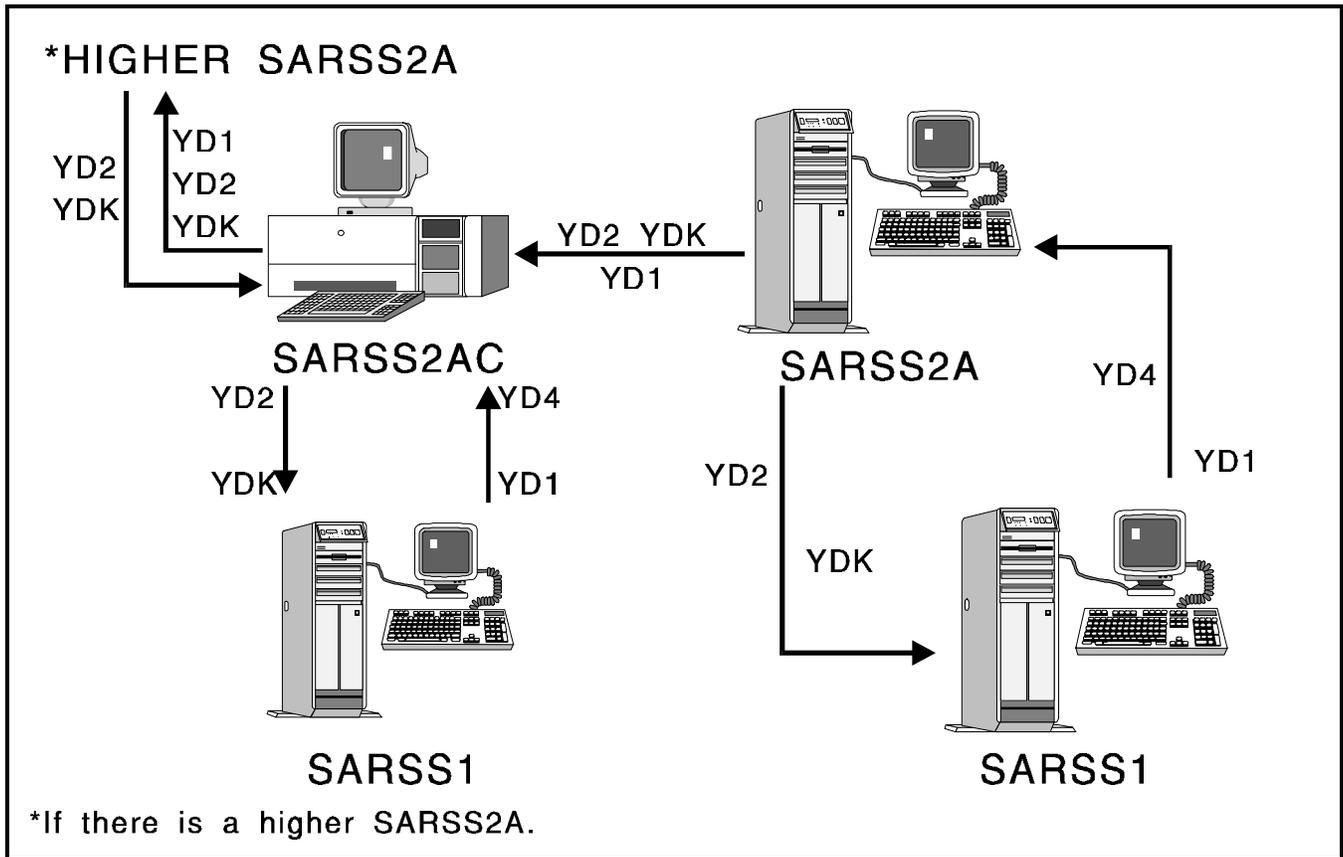


Figure 15.2-1. External Interfaces

15.2.2 Internal Files Interface. The Performance Standards Process interfaces internally with the following files and table:

- a. Availability Balance File (ABF). The process reads this file to obtain selected on-hand balance and stockage information for parts II and III of the Performance Standards Report.
- b. Stock Number Relationship File (SNRF). The process uses this file to obtain stock number relationships (substitute national item identification numbers [NIINS]).
- c. Print Queue. This file receives the Error Listing and output reports.

d. Performance Standards Files. The process checks the following:

- (1) Performance Standards 1 File.
- (2) Performance Standards 2 File.
- (3) Performance Standards Support File.

e. Department of Defense Activity Address File (DODAAF). The process checks this file for the DODAAC-to-RIC and RIC-TO-to-RIC-GEO correlation.

f. Parameter File. The process checks the Unit Unique Record for the DAYS-SPT entry.

g. Transaction-Out File. This file holds Document Identifier Code (DIC) YD1, YD2, and YDK output transactions for the next higher SARSS2A and DIC YD2 and YDK output transactions for supported SARSS1 activities.

h. Local Substitute NIIN (YBH) Table. The process reads this table to identify those NIINs which substitute for the prime or requested NIIN. These NIINs are provided on a DIC AE_ with BH status transaction and are added to the file at the SARSS2AC level.

15.3 Process Overview. Performance standards are management tools used to assess the effectiveness of supply performance. There are two types of performance standards: those that reflect how well the SARSS1 is supporting its customers and those that gauge the performance of the supply system.

a. In setting performance standards, the mission of supply support must be considered first. Any standard set without primary regard to the mission may lead to misdirected efforts. For example, having a zero balance with no customer due-outs is not as significant as having a zero balance with a customer due-out.

b. Managers must be alert for emphasis given to performance standards that tends to decrease customer support. They should monitor results of supply performance measurement and take appropriate action to ensure that effective supply performance is maintained.

(1) The Department of the Army (DA) objective for demand satisfaction of customer requests is 75 percent. This figure is derived by dividing the number of valid Authorized Stockage List (ASL) demands completely filled by the total number of valid ASL demands and multiplying the result by 100.

(2) To meet DA standards, an activity must keep the number of ASL lines at zero balance with due-outs to customers under 8 percent. This standard does not necessarily monitor performance of a SARSS1 activity, as conditions in the overall supply system also influence it. The percentage is derived by dividing the number of ASL zero-balance lines by the total number of ASL lines and multiplying the result by 100.

(3) According to the DA standard, materiel release denials should not exceed 1 percent of the total of materiel release orders (MROs). The percentage is derived by dividing the number of denials by the total number of MROs and multiplying that result by 100.

(4) According to the DA standard, the Disposition Excess Indicator entry should not exceed 10 days. This is derived by dividing the QTY-A5-EXC-AR-DAYS by the total number of Routing Identifier Codes (RICs) of all directly subordinate SARSS1 units. The subordinate SARSS2As will submit the rolled-up performance standards data at each closeout.

c. The Performance Standards Process provides reports to assist the commander's evaluation of supported SARSS activities. Samples of these reports can be found in Volume III, Appendix E, Output Forms, Reports, and Listings.

(1) Daily Performance Statistics (DIC YD4 daily statistics) reports the daily volume of transactions, by type, for each directly supported, reporting SARSS1 activity since closeout was last run.

(2) Performance Percentages Report Part I supplies those DA statistics for evaluating each SARSS1 supply support activity for a specific period of time (normally 30 days). The data used to compute these statistics comes from that data contained in part IV of this report.

(3) Asset Position Reports Parts II and III provide information on asset position for inventories in both general and non-general issue. Part II contains all stockage information for Ownership/Purpose Code A without a Project Code. Part III contains all other Ownership/Purpose Codes with Project Codes.

(4) Performance Statistics Report Part IV provides data about inventory for each reporting SARSS activity, the number of requests for issue received, and how many were satisfied or rejected. The data contained in this part of the report is used to compute the percentages and days statistics, which are contained in part I of this report.

15.4 Input. A discussion of input to the Performance Standards Process follows:

a. Each time a directly supported SARSS1 activity executes a closeout, SARSS1:

- (1) Creates a performance 1 (DIC YD1) transaction.
- (2) Creates a daily performance statistics output (DIC YD4) transaction.
- (3) Sends the above transactions to the SARSS2AC.

b. Each time a supported SARSS2A executes the STAN command to initiate the Performance Standards Process, the process:

- (1) Outputs DIC YD1, YD2, and YDK transactions to SARSS2AC.
- (2) Outputs DIC YD2 and YDK transactions back to its directly supported SARSS1 activities.

c. The process posts DIC YD_ transactions to the appropriate performance file and then deletes the transactions.

15.5 Type Processing. The Performance Standards Process uses both batch and interactive processing.

a. Batch processing is initiated by the SARSS Master Control System (SMCS).

- b. Interactive processing begins with entry of the STAN command.

15.6 Edits. The process performs all edits required.

- a. Reports of any error conditions go to the Print Queue for printing on the Error Listing. These errors do not interrupt processing either in the batch or interactive mode.

- b. If the performance standards for a substantial number of non-divisional SARSS1 activities are being processed while a substantial number of non-related processes are being run, the logs may become full. If this happens, the process will display the SARSS Performance Standards screen with a prompt to press one of two function keys: <F3> (Proc Continue) or <F6> (Proc Terminate). If you press <F3>, the report should run to completion; if it doesn't, press <F3> again.

15.7 Processing. The Performance Standards Process processes transactions or generates output according to the following:

- a. On an as-required basis (when STAN is selected), SARSS2AC:

- (1) Reads the ABF to obtain Stockage List Code data, Condition Code data, due-outs, zero balance with due-outs, etc.

- (2) Reads the SNRF to determine stock number groups for general issue and non-general issue assets.

- (3) Reads the Local Substitute NIIN (YBH) Table by the pointed NIIN when each ABF Record for a RIC is read. If there is a match, the YBH NIIN is counted separately from the prime NIIN.

- (4) Updates the Performance Standards 2 File and Performance Standards Support File for supported SARSS1 activities.

- (5) Processes the updated performance files.

- (6) Produces statistical reports. These reports are available for printing after the PrintFile Clear Process is completed.

- (7) Outputs performance data (DIC YD2 and YDK transactions) to the Transaction-Out File for routing to the directly supported SARSS1 activities.

b. The batch Performance Standards Process is initiated by the SMCS. The process will:

- (1) Format the Daily Performance Statistics (DIC YD4) Report and send it to the appropriate queue to await printing.
- (2) Delete the input DIC YD4 transactions.
- (3) Post the DIC YD1 transactions to the Performance Standards 1 Support File by RIC, system date, and sequence number. Posting appends the new values to the SARSS1 records at the SARSS2AC except for the following, which it overlays:
 - (a) Inventory gain value.
 - (b) Inventory loss value.
 - (c) Total ASL inventory value.

15.8 Accessing the Process. You can access the Performance Standards Process from the Management Support Menu (figure 15.8-1).

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DATE: MM/DD/YY                MANAGEMENT SUPPORT MENU                TIME: HH:MM:SS

COMMAND      PROCESS
-----
ABFCU        ABF CLEAN UP MENU
CATU         CATALOG UPDATE MENU
MCON         CONTROL DEGREE
MCTL         CONTROL DEGREE REPORT
CONE         CONTROL ECHELON MENU
EXCS         EXCESS DOLLAR VALUE REPORT
RFI          INTERACTIVE REQUEST FOR ISSUE
LPUR         LOCAL PURCHASE MENU
MGRR         MANAGEMENT REVIEW MENU
MDIR         MANAGER DIRECTED ISSUE MENU (TBD)
STAN         PERFORMANCE STANDARDS
MREF         REFERRAL TRANSACTIONS
              <F3> = NEXT SCREEN

ACTION: [      ] <== ENTER COMMAND TO CHANGE YOUR PROCESS                PCN AJU-122
<F1> = HELP    MENU = PREV MENU; SMM = SARSS MASTER MENU; LOGOUT; <F8> = ACTION

Mvve highlight to desired selection & Press <ESC> to process; or Press <F8>
  
```

Figure 15.8-1. Management Support Menu

a. This process can be run as often as desired. However, to obtain meaningful results, allow sufficient time, generally 30 days, between reports. The process can take several hours to run, depending on the size of the ABF; therefore, it is recommended that it is run during nonpeak operating hours.

b. The SMCS initiates the batch process automatically.

15.9 Operator Actions. To begin the interactive Performance Standards Process, type **STAN** on the action line and press <Esc>. The process displays the SARSS Performance Standards screen (figure 15.9-1).

| DATE: [MM/DD/YY] | SARSS PERFORMANCE STANDARDS | | | TIME: [HH:MM:SS] |
|------------------|-----------------------------|--------------|--------|------------------|
| | SARSS2A | DATE | COUNT | |
| | ----- | ----- | ----- | |
| [H2A | | 89001 | 00003] | |
| [2AD | | Not Reported |] | |
| [2BA | | Not Reported |] | |
| [3BA | | Not Reported |] | |
| [4BA | | Not Reported |] | |
| [D13 | | Not Reported |] | |
| [H2I | | Not Reported |] | |
| [N2A | | Not Reported |] | |
| [ODT | | Not Reported |] | |
| [S2A | | 89001 | 00006] | |
| [SS5 | | Not Reported |] | |

ACTION: [] <=== ENTER COMMAND TO CHANGE YOUR PROCESS PCN AJU-253
 <F1> = HELP MENU = PREV MENU; SMM = SARSS MASTER MENU; LOGOUT; <F8> = ACTION
 F3 PROC F6 PROC
 CONTINUE TERM NATE

Figure 15.9-1. SARSS Performance Standards Screen

a. An explanation of the screen display follows:

- (1) The first RIC listed is that of the SARSS2AC.
- (2) RICs following that of the SARSS2AC represent the supported SARSS2As.
- (3) The date is the most recent date a directly supported SARSS1 activity or supported SARSS2A reported performance data.
- (4) The first count shows the number of directly supported SARSS1 activities that have reported during the current period to the SARSS2AC.
- (5) Counts for the supported SARSS2A activities indicate the number of SARSS1 activities that have reported to that SARSS2A during the current period.

b. Decide whether to continue or terminate the process. Base your decision on the number of reporting activities and the number of supported SARSS activities under the SARSS2AC.

- (1) Press <F3> to continue the process.

(a) From this point on, the process requires no operator action. The initiating end user workstation (EUWS) terminal cannot be used for other processing until the process is completed.

(b) As the process runs, a counter appears on the initiating EUWS screen to reflect the status of internal processing.

(c) At the end of processing, the screen first displays this message: "Unloading Performance Tables," followed by this message: "Process Completed." The number of RICs processed out of the total number of RICs will also be displayed. At this point, you may enter a command on the action line to access another process.

(2) Press <F6> to terminate the process. The process aborts processing and displays this message: "Process Terminated."

15.10 Output. Output from the Performance Standards Process includes the following:

a. During the PrintFile Clear Process, the system formats the SARSS1 activities' Daily Performance Statistics (DIC YD4) Report and sends it to the Print Queue.

b. Entry of the STAN command results in:

(1) Output DIC YD1, YD2, and YDK transactions to the Transaction-Out File for a higher SARSS2A. This action provides the higher echelon statistical data used when executing a Performance Standards Process at that level.

(2) Output DIC YD2 and YDK transactions to the Transaction-Out File for directly supported SARSS1 activities. This action provides the SARSS1 accountable officer the statistical data pertaining to that SARSS1 activity.

c. Situations can result in transactions being sent to the Print Queue for printing on the Error Listing.

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