

TO: R. D. Gamblin

TGG: JCL: EPT: NYN: AJO: RF

XF: Desk

FROM: T. G. Grumbles

DATE: September 10, 1990

Interoffice
Communication

SUBJ: 1991 Q-SCORECARD

VISTA

Attached is our proposed 1991 Q-Scorecard. It's pretty straightforward but below is additional explanation of the Natural Team Activity item.

WRITTEN PRODUCT COMPLETION TIME MEASURE

This was a productivity measure from last year. We kept data for four 20 day periods, based on agreed to criteria for what a written product was and when completion occurred. This baseline data was normalized by plotting 5 data point averages as individual data points. That data and an analysis of assignable causes for out of control points was done (attached). Based on this information, it was determined that a goal could be written in terms of data points not including product completions dependent on the Xerox Center.

Data will be collected and evaluated quarterly as follows:

1. Points are 5 product averages
2. 15 points needed for each quarter (~75 products)
3. Recalculate mean on quarterly basis
4. Random selection of data collection days each quarter.

Please let me know if you want to discuss this item or the rest of the scoresheet.

TG

T. G. Grumbles

dlj

Attachment

VVV 000013634

1991 Q SCORECARD

COMPONENT	WT%	SCORE												
		1	2	3	4	5	6	7	8	9	10	11	12	13
NATURAL TEAM ACTIVITY Maintain 90% of points within 2 s.d. of mean (determined quarterly) product completion time excluding product completions dependent on Xerox Center. (#'s denote %)	20			80	81	83	84	85	87	88	90	93	95	99
KEY RESULT AREA #1 Complete 4 Environmental Audits (#'s denote number of audits)	10			1		2			3		4			5
KEY RESULT AREA #2 Complete 7 DOT Audits (#'s denote number of audits)	20			2		3		4	5	6	7	8		9
KEY RESULT AREA #3 Perform DOT Regulatory Awareness Training for locations involved in shipping activities (#'s denote number of locations/dept's)	20				1	2	3	4	5	6	7	8	9	10

Q SCORE

1991 Q SCORECARD

(Continued)

COMPONENT	WT	SCORE												
		1	2	3	4	5	6	7	8	9	10	11	12	13
WORK UNIT ENHANCEMENT Design and develop a Departmental Regulatory Reference Library (See support scorecard)	20													
LINKAGE Ex-Plant Locations Audited (% Targeted) (Support of EXP0G Q-Scorecard Item)	10				20	40	60	70	80	90	100	+2	+4	+6

TOTAL

100

Q SCORE

WV 000013636

1991 Q SCORECARD

Support Scorecard – Natural Team Activity

SCORE

COMPONENT

WT 1 2 3 4 5 6 7 8 9 10 11 12 13

1. Define content of library			*											
2. Identify and obtain needed resources based on item 1, to include documents and equipment.						*								
3. Establish library										*				
4. Develop and implement maintenance process and procedures											*			

Q SCORE

VVV 000013637

X-BAR CHART

DATE	POINTS	COMMENTS
10/30	13	Natural team meeting in p.m., compensation meeting, TGG meeting (prepare for), <u>big distribution, ECOSOL.</u>
10/31	14	Compensation meeting, <u>big distribution and wait for copying.</u>
1/24,25	26	Working on ERT's rush audit.
1/26,29,31	28	Several changes
4/26,27, 6/7,8	49	<u>Big distribution and copying to wait on.</u>
6/11,12	50	<u>Big distribution and copying to wait on.</u>
6/11,12	52	Doctor's appointment, away from office (personal)

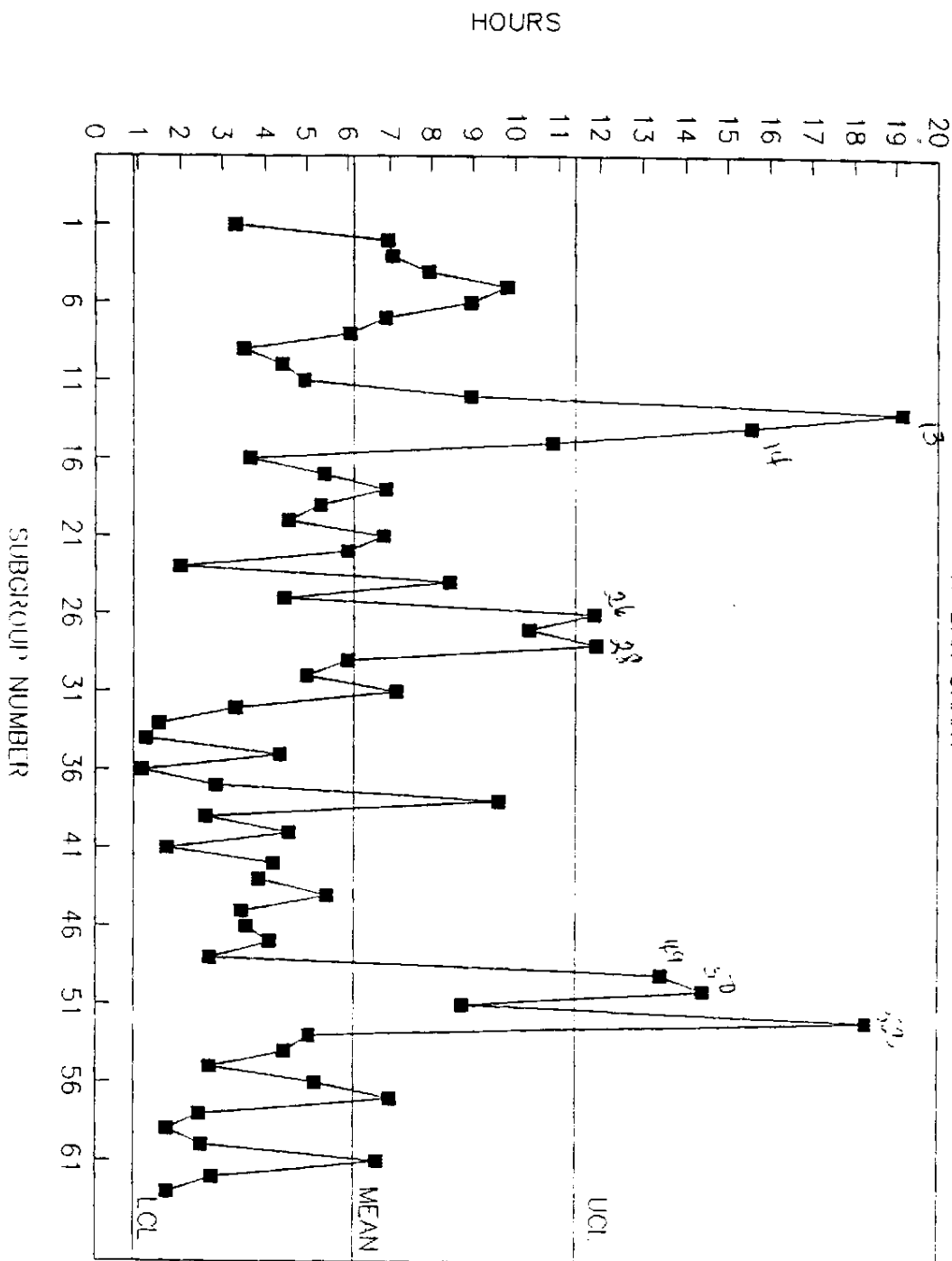
- no out of control points except big distribution
- Break goal into two processes

VVV 000013638

Average
Time

WRITTEN PRODUCTION TIME

X-BAR CHART



VVV 000013639

13
14
26
28
49
50
59

HOURS

SUBGROUP NUMBER