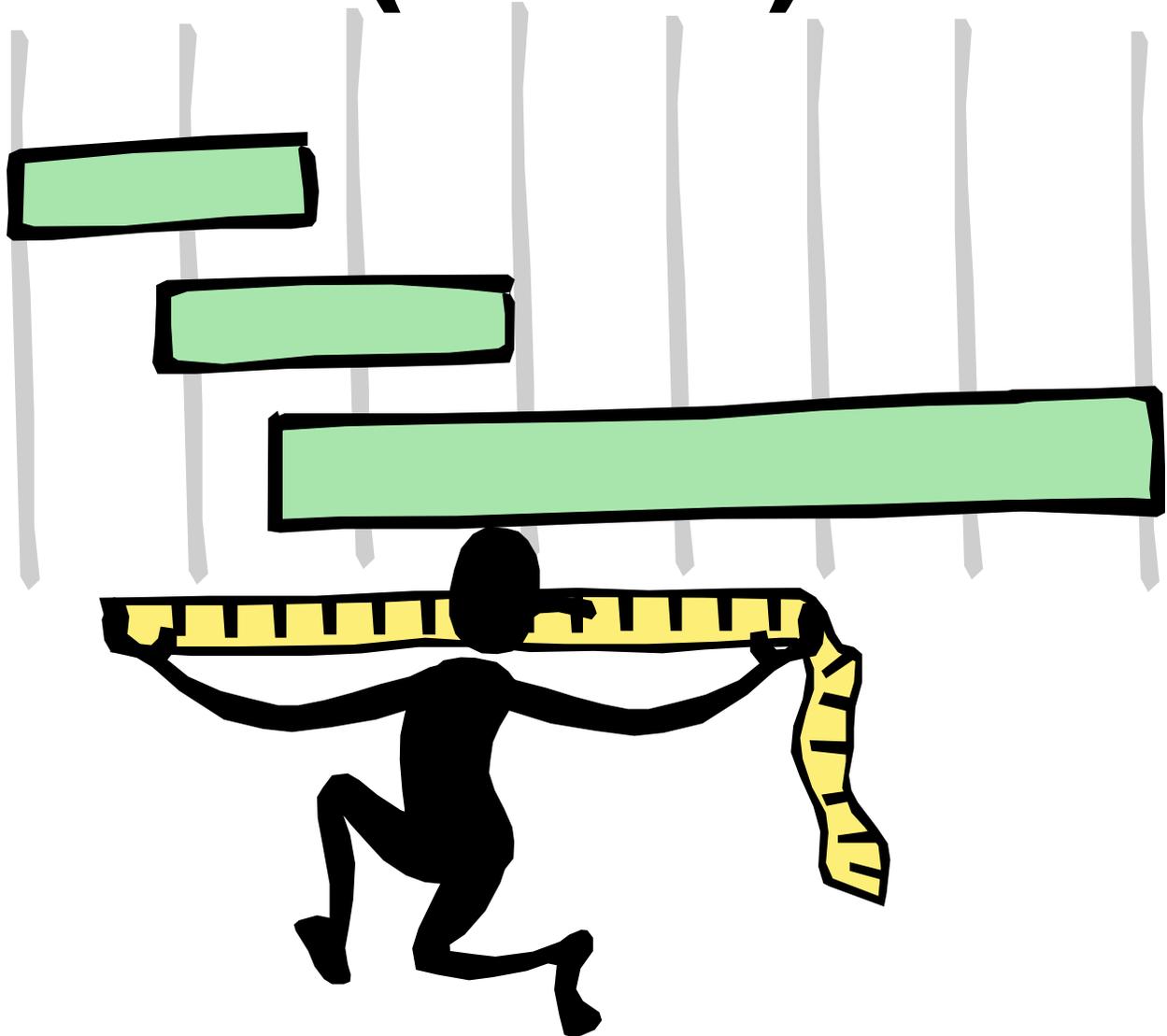


Fleet Support (FRC)



MWR Program Standards and Metrics

May 2003

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FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS

INTRODUCTION

About Program Standards and Metrics

PREFACE

Program standards and metrics were developed to accomplish the OPNAV (N-46), Navy-wide requirement to develop measurements for all Navy programs funded with Base Operating Support (BOS) dollars.

Metric: *“A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource.”*

“A metric may be subjective, relative or absolute.”

Ben Barrow, Phoenix AZ, 2000.

The desired outcome of the initiative is to help Navy senior leadership make funding justifications, choices, and decisions.

GOALS

The following goals will be achieved by applying program standards and metrics.

1. Establish Navy-wide standards or reference points in the areas of service delivery, cost, and efficiencies and establish metrics to measure how individual programs, regions, and Navy MWR overall is doing in relation to these standards.

**GOALS
(cont.)**

2. Show how MWR is linked to Navy readiness, retention, and mission and answer the following questions all competitors for APF funding must answer:
 - “Why is the program important to the Navy?” and,
 - “What do we lose in the way of readiness, retention, or mission accomplishment if the program is partially or not funded?”
 3. Starting with POM-04, use program standards and metrics to build MWR’s funding requirements for each POM and PR cycle. (i.e., to calculate how much APF MWR funding is required as part of the Navy’s resource programming process.)

(This is the process every APF competitor must use to justify program needs.)
 4. Identify program priorities. (e.g., What is funded first? What is funded last? What is funded fully? What is funded partially?and, Why?)
 5. Identify and employ standard data collection systems and applications to examine and assess the standards and metrics for each identified MWR program.
 6. Ensure the program standards and metrics data can be used by anyone to determine (compare) how similar programs are doing within regions and throughout Navy MWR.
 7. Identify efficiencies and best practices that can be shared and/or duplicated within regions and throughout Navy MWR.
-

BACKGROUND

In the fall of 2000, a Navy MWR Integrated Process Team (IPT) steering group began the program standards and metrics project by:

- Establishing a steering group.
- Identifying key members from N-46, PERS-65, Major Claimants, Navy regions, and from among Navy MWR directors to participate on various project teams.
- Adopting a metrics “model” to help organize and prioritize standards for each program.
- Determining how to proceed with the establishment of standards and metrics.
- Identifying the initial MWR programs to be studied.

The initial MWR programs studied represent more than 80% of the APFs used by MWR, exclusive of the Child Development program, which was studied separately.

- Fitness.
- Liberty.
- Libraries.
- Fleet/Isolated Motion Picture (MOPIC).
- Youth Activities/SAC.
- Outdoor Recreation.
- Information, Tickets and Travel (ITT).

The IPT used the following project procedure:

- Define project goals and objectives.
- Divide the project team into work groups and assign responsibilities and tasks.

**BACKGROUND
(cont.)**

The project team work groups included:

- Program Support.
 - MWR MACRO Standards.
 - MIS Applications.
 - Research.
 - Communications.
 - Best Practices.
- Direct the development of standards and metrics program for MWR programs that consists of two major parts:
 - Program Standards.
 - Customer Satisfaction.
 - Provide MWR program metrics and standards for:
 - Personnel.
 - Facilities.
 - Programs/Programming.
 - Equipment.
 - Administration.
 - Prepare evaluation tools.
 - Develop directions for assessing and comparing an MWR program's current condition to the specified program standards and for using the metrics evaluation tools.
 - Test standards and metrics and adjust as needed.
 - Publish program standards and metrics for each MWR program to be studied.

The Installation Management Working Group and the Shore Installation Programming Board approved the standards and a

**BACKGROUND
(cont.)**

Navy-wide assessment was conducted in August/September 2001. Navy Personnel Command (Pers 65) assumed responsibility for the standards and issued a formal implementation in December 2002.

In order that a more accurate assessment could be made of the quality of and APF support needed for the MWR program, the MWR IPT Steering Group identified five additional programs for inclusion in the process:

- MWR Overhead
- Auto Skills
- Category B Bowling
- Afloat Recreation (Shipboard)
- Fleet Recreation (Shore Support)

PET Teams were also charged with revising the standards for the original seven programs in order to maintain their currency with professional practice. A Navy-wide assessment of all programs, new and old, is scheduled for August/September 2003.

**WHAT THIS
PROGRAM
WILL AND
WON'T DO**

What this standards and metrics program does:

- It publishes standards to which you are to compare your MWR program.
- It provides the metrics and assessment tools which you will use to compare your MWR program to these published standards.

What this program does NOT do:

- It does not tell you what you should do to run your MWR program, or how you should run it.
- It does not tell you how to close the gap between these published standards and your MWR program, if one exists.

**HOW TO
USE THIS
DOCUMENT**

Each booklet is divided into the following sections:

- Table of contents.
- Section I.
- Measurement 1 -- Personnel.
- Measurement 2 -- Facilities.
- Measurement 3 -- Programming.
- Measurement 4 -- Equipment.
- Measurement 5 -- Administration.
- Section II -- Customer Satisfaction.
- Section III -- Scoring.

The program standards are found after the appropriate metric for each program measurement area. The worksheets for each metric follow the standards in each section.

The Table of Contents is used to locate specific metrics and standards and metrics information.

This Introduction section explains the project, methods, and use of the directive.

The sections tabbed “Metric X -- Title” contain the metrics and standards and for one of the five major measurement areas.

SOURCES

The standards published in this document drew on the following:

- Existing, official DoD and/or DON instructions/policy.
 - Generally accepted industry and/or professional standards, recommendations, and/or guidelines.
 - Best MWR and/or business practices.
 - The experience of the project team members.
-

ASSISTANCE

If you have questions regarding this program, please contact the appropriate PERS-65 program manager. Use the address and phone numbers below for general information, assistance and routing.

NAVY PERSONNEL COMMAND
NAVY MWR DIVISION (PERS-654)
5720 INTEGRITY DRIVE
MILLINGTON TN 38055-6540

DSN 882-6717
COM (901) 874-6717
FAX (901) 874-6847
INTERNET pers654@persnet.navy.mil

**STANDARDS
CONTINUUM**

As you will see, the processes result in scores that, through the use of work sheets, tables and simple arithmetic, equate to the following:

10	SL1	Ideal
9		
8	SL2	Operational with some deficiencies
7		
6	SL3	Operational with serious deficiencies
5		
4	SL4	Not operational
3		
2		
1		
0		

NOTE: The scoring methods calculate to scores between 1 and 10.

**TRUTH IN
ADVERTISING**

DO NOT use the score sheets to make your MWR program look a bit better (or worse) than it actually is. The purpose of this process is to justify full funding with regard to Navy readiness, retention, and mission.

GLOSSARY

The following abbreviations, acronyms, and definitions apply.

BOS	Base Operating Support
IPT	Integrated Process Team
M/S	Metrics/Standards (and vice-versa)
NPRST	Navy Personnel Research Studies and Technology
PET	Program Enhancement Teams
POM	Program Objective Memorandum
PR	Program Review
PSG	Program Support Group
SL	Service Level
S/M	Standards/Metrics (and vice-versa)
Benchmark	A performance reference point.
Charts	Used to graphically display metric results. The chart itself is not a metric.
Counts	A statistic/measurement that can result in a metric. However, statistics do not necessarily give a measure that will drive appropriate management action.
Measurement	Actual value of a metric.
Metric	A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource. A metric may be subjective, relative or absolute. A metric is means to an end--not the end itself.
Status Measure	A one time measurement that conveys little trend information. (Such as data in a pie chart.)
Metric Attributes	<ul style="list-style-type: none">• Meaningful to the customer• Tells how well organizational goals are being met through measured processes• Simple, understandable, and repeatable• Unambiguously defined• Shows a trend• Its data is easy and economical to collect• Timely• Drives appropriate management action

STANDARD

A standard is a statement of desirable practice as set forth by experienced and recognized professionals. Many of the standards in this document are based directly on those published by DoD, Navy or an appropriate professional society – because they were developed in the same way – by experienced and recognized professionals. Other standards are professional interpretations written to fit Navy MWR, given its unique requirements. All the standards, then, are not regulatory and are written to direct and stimulate the program and the corporate policy body toward better and safer services, programs and innovations.

Every Navy command and MWR department is rightfully concerned with the efficiency and effectiveness of its operations. With the importance of MWR experiences to the quality of life of Navy personnel, every agency has a responsibility to perform at the highest possible level. The appraisal of just how well an MWR program operates is indeed a difficult task. It is inadequate to evaluate on financial performance alone – program deliverables are vastly more important but more difficult to measure. For this reason, the Navy has turned to the experience and wisdom of its MWR professionals. This experience and wisdom have been formalized into this set of standards, which may be used to evaluate one’s program. The collective result of compliance with standards will be a high quality program that meets professional requirements and the unique needs of those served.

**NOT APPLICABLE
“N/A”**

It is possible you will find that some standards don’t apply to your program. Circumstances may be such that the standard simply “doesn’t fit.” When that happens, you may mark the standard “N/A” and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don’t comply or it is very difficult for you to achieve, doesn’t mean it doesn’t apply. You should be able to justify your reasoning for any standard you mark “not applicable.”

**FLEET SUPPORT
(FRC) PROGRAM
DESCRIPTION**

Fleet Recreation Coordinators (FRCs) provide technical and administrative support to more than 1,000 shipboard recreation personnel worldwide. More than 300 students attend the Fleet Recreation Management Course, which is delivered, by field course managers. Fitness, recreation and sports equipment are delivered to the Fleet via the Fleet Recreation network. Assistance is provided in all aspects of program management and administration to include policy interpretation.

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FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS PERSONNEL

METRIC 1.1

Percent Compliance With Staffing Standards

**PURPOSE
OF THIS
METRIC**

To measure the level of staffing in the Fleet Support (FRC) Program as compared to standards for FRC Programs at bases of comparable size.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
-

NOTES

Effective and quality support to homeported and visiting ships is a direct result of competent and sufficient numbers of personnel assigned to the Fleet Support (FRC) Program.

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Standards

1.1.1 Fleet Recreation programs will be staffed in accordance with the appropriate staffing standard shown below. Numbers in parentheses refer to total active duty afloat population.

A. Super Large Installation: (> 30,000)

- 1 - Fleet Recreation Program (Regional) Manager, Full Time (GS-11/12 or NAF equiv.)
- 3 - Fleet Recreation Coordinator, Full Time (GS-9/11 or NAF equiv.) and 1 FTE per additional 10,000
- 1 - Fleet Recreation Admin Assistant, Full Time (GS-5/7 or NAF equiv.)
- 1- Warehouse Manager, Full Time (WG-5/6 or NAF equiv.)
- 1- Equipment Repair Technician, Full Time (GS-7/9 or NAF equiv.)

B. Extra Large Installation/Region: (14,001- 30,000)

- 1- Fleet Recreation Program / Regional Manager, Full Time (GS-11/12 or NAF equiv.)
- 1 - Fleet Recreation Coordinator, Full Time (GS-9/11 or NAF equiv.) and 1 FTE per additional 10,000 over 10,000
- 1- Warehouse Manager, .5 FTE (WG-5/6 or NAF equiv.)

C. Large Installation: (7,001-14,000)

- 1- Fleet Recreation Program Manager, Full Time (GS-9/11 or NAF equiv.)
- 1- Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)

D. Medium Installation: (3,001- 7,000)

- 1- Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)
- 1- Recreation Aide .5 FTE (GS-4/5 or NAF equiv.)

**Fleet Support (FRC)
Program Standards and Metrics**

E. Small Installation: (1501- 3,000)

- 1- Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)
- 1- Recreation Aide, .5 FTE (GS-4/5 or NAF equiv.)

F. Extra Small Installation (under 1500) or Ports Without Homeported Ships:

- 1- Recreation Specialist, support provided from existing staff as needed, (GS-7/9 or NAF equiv.)

**Score Sheet
Fleet Support (FRC)
Metric 1.1**

Step 1 Finding the staffing standard applies to your size center.

A. Super Large Installation: >30,000:		A	
Step 2	Circle the number in column (A) that applies to your program for each position in the standard.	Meet Standard	Filled Below Standard
Standards			
	Fleet Recreation Program (Regional) Manager, Full Time (GS-11/12 or NAF equiv.)	1	0.5
	Fleet Recreation Coordinator, Full Time (GS-9/11 or NAF equiv.) and 1 FTE per additional 10,000	3	1.5
	Fleet Recreation Admin Assistant, Full Time (GS-5/7 or NAF equiv.)	1	0.5
	Warehouse Manager, Full Time (WG-5/6 or NAF equiv.)	1	0.5
	Equipment Repair Technician, Full Time (GS-7/9 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

B. Extra Large Installation/Region: 14,001- 30,000		A	
Step 2	Circle the number in column (A) that applies to your program for each position in the standard.	Meet Standard	Filled Below Standard
Standards			
	Fleet Recreation Program / Regional Manager, Full Time (GS-11/12 or NAF equiv.)	1	0.5
	Fleet Recreation Coordinator, Full Time (GS-9/11 or NAF equiv.) and 1 FTE per additional 10,000 over 10,000	1	0.5
	Warehouse Manager, Part Time (.5 FTE) (WG-5/6 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

C. Large Installation: 7,001-14,000		A	
Step 2 Circle the number in column (A) that applies to your program for each position in the standard. Standards		Meet Standard	Filled Below Standard
	Fleet Recreation Program Manager, Full Time (GS-9/11 or NAF equiv.)	1	0.5
	Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

D. Medium Installation: 3,001- 7,000		A	
Step 2	Circle the number in column (A) that applies to your program for each position in the standard.	Meet Standard	Filled Below Standard
Standards			
	Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)	1	0.5
	Recreation Aide Part Time (GS-4/5 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

E. Small Installation: 1501- 3,000		A	
Step 2	Circle the number in column (A) that applies to your program for each position in the standard.	Meet Standard	Filled Below Standard
Standards			
	Fleet Recreation Coordinator, Full Time (GS-7/9 or NAF equiv.)	1	0.5
	Recreation Aide, Part Time (GS-4/5 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 2 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

F. Extra Small Installation (under 1500) or Ports Without Homeported Ships:		A	
Step 2	Circle the number in column (A) that applies to your program for each position in the standard.	Meet Standard	Filled Below Standard
	Recreation Specialist, support provided as needed (GS-7/9 or NAF equiv.)	1	0.5
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 1 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS
PERSONNEL**

METRIC 1.2

Percent Compliance With Appropriate Qualification Standards

**PURPOSE
OF THIS
METRIC**

To measure the degree of compliance with prescribed qualification standards for all staff working in the Fleet Support (FRC) Program.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs

NOTES

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Percent Compliance With Appropriate Qualification Standards

Standards

- 1.2.1** Fleet Recreation Program Manager and Coordinator have a 4-year degree in Recreation or related subject.

- 1.2.2** The Fleet Recreation Program Manager has at least three years of work experience in a military recreation setting.

- 1.2.3** The Fleet Recreation Coordinator has at least 1 year of work experience in a military recreation setting.

- 1.2.4** All staff have a high school diploma or equivalent.

- 1.2.5** Warehouse Manager has a minimum of 1 year of warehouse experience.

- 1.2.6** Repair Technician has 1 year of mechanical maintenance and repair experience.

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Percent Compliance With Appropriate Qualification Standards

**Score Sheet
Fleet Support (FRC)
Metric 1.2**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
1.2.1	Fleet Recreation Program Manager and Coordinator have a 4-year degree in Recreation Administration or related subject.	1
1.2.2	The Fleet Recreation Program Manager has at least three years of work experience in a military recreation setting.	1
1.2.3	The Fleet Recreation Coordinator has at least 1 year of work experience in a military recreation setting.	1
1.2.4	All staff have a high school diploma or equivalent.	1
1.2.5	Warehouse Manager has a minimum of 1 year of warehouse experience.	1
1.2.6	Repair Technician has 1 year of mechanical maintenance and repair experience.	1
Step 2	Add the numbers you circled from both columns and enter total.	

Step 3 Compute your percent compliance:

$$A \div 6 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 1.2.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS
PERSONNEL**

METRIC 1.3

Percent Compliance With Receiving Required Training Standards

**PURPOSE
OF THIS
METRIC**

To measure the degree of compliance with prescribed training requirements for Fleet Support (FRC) Program staff.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs

NOTES

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Percent Compliance With Receiving Required Training Standards

Standards

- 1.3.1** FRC, annually attends at least one convention, seminar or conference, e.g. Athletic Business Conference, FRC Conference, National Recreation and Park Association Congress, etc., to gain knowledge on fleet recreation products and programs.
- 1.3.2** FRCs employed more than 90 days have completed the Fleet Recreation Management Course.
- 1.3.3** FRCs employed more than 18 months have completed the course manager certification process for the Fleet Recreation Management Course. (This standard only applies to FRCs at locations with homeported ships.)
- 1.3.4** All Supervisors employed more than 18 months have completed CFES course.
- 1.3.5** FRCs employed more than 3 months have completed the Achieving Extraordinary Customer Relations (AECR) Course.
- 1.3.6** FRCs employed more than 12 months have completed the MWR Managers' Course.
- 1.3.7** FRCs employed more than 18 months have completed the Leadership Skills for Managers (LSFM) Course.
- 1.3.8** All staff employed more than 90 days have completed base orientation / indoctrination.
- 1.3.9** All staff employed for 90 days or more have been trained/certified in CPR/First Aid and fire safety.

Fleet Support (FRC)
Program Standards and Metrics

1.3.10 Maintenance Technicians employed more than 1 year have obtained certification in at least 3 vendor-managed fitness equipment maintenance and repair programs.

Percent Compliance With Receiving Required Training Standards

**Score Sheet
Fleet Support (FRC)
Metric 1.3**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
1.3.1	FRC, annually attends at least one convention, seminar or conference, e.g. Athletic Business Conference, FRC Conference, National Recreation and Park Association Congress, etc., to gain knowledge on fleet recreation products and programs.	1
1.3.2	FRCs employed more than 90 days have completed the Fleet Recreation Management Course.	1
1.3.3	FRCs employed more than 18 months have completed the course manager certification process for the Fleet Recreation Management Course. (This standard only applies to FRCs at locations with homeported ships.)	1
1.3.4	All Supervisors employed more than 18 months have completed CFES course.	1
1.3.5	FRCs employed more than 3 months have completed the Achieving Extraordinary Customer Relations (AECR) Course.	1
1.3.6	FRCs employed more than 12 months have completed the MWR Managers' Course.	1
1.3.7	FRCs employed more than 18 months have completed the Leadership Skills for Managers (LSFM) Course.	1
1.3.8	All staff employed more than 90 days have completed base orientation / indoctrination.	1
1.3.9	All staff employed for 90 days or more have been trained/certified in CPR/First Aid and fire safety.	1
1.3.10	Maintenance Technicians employed more than 1 year have obtained certification in at least 3 vendor-managed fitness equipment maintenance and repair programs.	1
Step 2	Add the circled numbers and enter total.	

Fleet Support (FRC)
Program Standards and Metrics

Step 3 Compute your percent compliance

$$\text{Score} \div 10 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 1.3.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS FACILITIES

METRIC 2.1

Percent Compliance With Square Foot Standards

PURPOSE OF THIS METRIC

To measure the compliance with the square footage and other facility standards.

REFERENCES/ SOURCES

- Current requirements and practices applicable to Fleet Support (FRC) Programs Navy-wide.
- NAVFAC P-80
- PERS-65 Training Administration requirements

NOTES

An emerging and significant requirement for Fleet Support (FRC) Programs is the warehousing of recreation and other equipment and supplies in support of the afloat recreation and fitness mission. These demands have created a major requirement for warehouse space.

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Standards

2.1.1 Secure warehouse space/bldg. to receive, store, repair and issue recreation and fitness equipment. The total number of spaces and square footage may be in more than one location. The total amount must be 1 square feet per person served (full-crew complement).

Note: The standard for NAVSTA Norfolk is 2 square feet per person served.

2.1.2 Dedicated office space large enough to accommodate staff.

2.1.3 Training space available to support delivery of training requirements specified in metric 3.1.

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**Score Sheet
Fleet Support (FRC)
Metric 2.1**

		A	
Step 1	Circle the number in column A for each standard met.	% Compliance	Score
Standards	2.1.1 Secure warehouse space/bldg. to receive, store, repair and issue recreation and fitness equipment.	100 %	5
		90-99 %	4
		80-89 %	3
		70-79 %	2
		60-69 %	1
		<60%	0
		2.1.2	Dedicated office space large enough to accommodate staff
2.1.3	Training space available to support delivery of training requirements specified in metric 3.1.		1
Step 2	Add the circled numbers and enter total.		

Step 3 Compute your percent compliance

Score ÷ 7 x 100 = % Compliance

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 2.1.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

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**PROGRAM ACCREDITATION
FACILITIES**

METRIC 2.2

Percent Compliance With Qualitative Facility Standards

**PURPOSE
OF THIS
METRIC**

To determine the degree to which Fleet Support (FRC)
Programs comply with qualitative facility standards.

**REFERENCES/
SOURCES**

-
- -
-

NOTES

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Standards

- 2.2.1** Office is conveniently located within a 10-minute walk of piers.

- 2.2.2** Fleet Recreation Program office is easily identified and visible to customers.

- 2.2.3** Adequate and convenient parking is available for staff and customers.

- 2.2.4** Warehouse/storage facility has adequate lighting, ventilation and protection from environmental and weather conditions.

- 2.2.5** Warehouse/storage facility has loading dock and ramp to accommodate large tractor-trailers.

- 2.2.6** Climate controlled and dust free storage space is available to properly store and secure electronic equipment, e.g. LMRC equipment.

- 2.2.7** Warehouse spaces are in compliance with all local and higher level (NAVOSH) safety requirements, e.g. load ratings, access, space, etc.

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Percent Compliance With Qualitative Facility Standards

**Score Sheet
Fleet Support (FRC)
Metric 2.2**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
2.2.1	Office is conveniently located within a 10-minute walk of piers.	1
2.2.2	Fleet Recreation Program office is easily identified and visible to customers.	1
2.2.3	Adequate and convenient parking is available for staff and customers.	1
2.2.4	Warehouse/storage facility has adequate lighting, ventilation and protection from environmental and weather conditions.	1
2.2.5	Warehouse/storage facility has loading dock and ramp to accommodate large tractor-trailers.	1
2.2.6	Climate controlled and dust free storage space is available to properly store and secure electronic equipment, e.g. LMRC equipment.	1
2.2.7	Warehouse spaces are in compliance with all local and higher level (NAVOSH) safety requirements, e.g. load ratings, access, space, etc.	1
Step 2	Add the circled numbers and enter total.	

Step 3 Compute your percent compliance

$$\text{Score} \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 2.2.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

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FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS PROGRAMMING

METRIC 3.1

Percent Compliance With Programming Standards

PURPOSE OF THIS METRIC

To determine the degree to which Fleet Support (FRC) Programs comply with the programming standards.

REFERENCES/SOURCES

- Fleet Recreation Management Desk Reference
- MWR Managers' Desk Reference, Vols 1-4
- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- BUPERSINST 1710.16, Administration of Recreation Programs Afloat
- Pers-65 Training Administration Guidelines

NOTES

The programming the Fleet Support staff is largely involved in is only occasionally of a recreational nature. They do not routinely provide planned activities and events for shore and afloat commands. Their primary purpose in recreational programming is as a liaison between the afloat and shore MWR programs.

The programming requirements as presented in these standards address the training, the consultative and audit/inspection functions and other management assistance services provided by the Fleet Support (FRC) staff.

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Standards

- 3.1.1 Provides financial/budget assistance as requested.
- 3.1.2 Provides fitness area design and procurement assistance to help comply with Afloat Recreation Program standards.
- 3.1.3 Provides PMS guidelines for shipboard fitness equipment in accordance with manufacturers' recommendations.
- 3.1.4 Provides general recreation program planning and procurement assistance to help comply with Afloat Recreation Program standards.
- 3.1.5 Provides secure storage, custody and control of motion picture, recreation, fitness and LMRC equipment and supplies in support of afloat units.
- 3.1.6 Provides or arranges for delivery, installation or removal of motion picture, recreation, fitness and LMRC equipment.
- 3.1.7 Provides event and activity support for fleet units including but not limited to tours, transportation, special events and sports.
- 3.1.8 Regularly briefs commands, support groups and the local MWR about ship movements, recreation requirements, and opportunities both on and off base.

Training

- 3.1.9 Maintains an active roster of graduates and potential students of the Fleet Recreation Management Course including Recreation Services Officer and Recreation Fund Custodian.

**Fleet Support (FRC)
Program Standards and Metrics**

- 3.1.10** Presents the Fleet Recreation Management Course to meet a minimum of 50% of the potential demand annually based on the following formula: Homeported ships x 2 x .5. (Example: 20 homeported ships times 2 = 40 potential trainees per year. 40 times 50% = 20. FRC should train at least 20 students per year.)

- 3.1.11** Maintains a library of references applicable to Fleet Recreation.

- 3.1.12** Provide Audit Board workshops on a biannual basis.

- 3.1.13** Coordinate fitness equipment preventive maintenance workshops biannually.

Procurement Assistance and Property Management

- 3.1.14** Provides assistance in all aspects of procurement, property management and property disposition for both appropriated funds and nonappropriated funds. Maintains policy manuals and instructions pertaining to NAF and APF procurement, property management and disposition.

- 3.1.15** Maintains, and makes available to customers, up-to-date information on appropriate fitness and recreation related equipment.

- 3.1.16** Provides assistance with vehicle procurement, registration, maintenance, accident reporting and disposition.

- 3.1.17** Coordinates secure vehicle storage space for deployed units' MWR owned vehicles.

Percent Compliance With Programming Standards

**Score Sheet
Fleet Support (FRC)
Metric 3.1**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
3.1.1	Provides financial/budget assistance as requested.	1
3.1.2	Provides fitness area design and procurement assistance to help comply with Afloat Recreation Program standards.	1
3.1.3	Provides PMS guidelines for shipboard fitness equipment in accordance with manufacturers' recommendations.	1
3.1.4	Provides general recreation program planning and procurement assistance to help comply with Afloat Recreation Program standards.	1
3.1.5	Provides secure storage, custody and control of motion picture, recreation, fitness and LMRC equipment and supplies in support of afloat units.	1
3.1.6	Provides or arranges for delivery, installation or removal of motion picture, recreation, fitness and LMRC equipment.	1
3.1.7	Provides event and activity support for fleet units including but not limited to tours, transportation, special events and sports.	1
3.1.8	Regularly briefs commands, support groups and the local MWR about ship movements, recreation requirements, and opportunities both on and off base.	1
Training		
3.1.9	Maintains an active roster of graduates and potential students of the Fleet Recreation Management Course including Recreation Services Officer and Recreation Fund Custodian.	1
3.1.10	Presents the Fleet Recreation Management Course to meet a minimum of 50% of the potential demand annually based on the following formula: Homeported ships x 2 x .5. (Example: 20 homeported ships times 2 = 40 potential trainees per year. 40 times 50% = 20. FRC should train at least 20 students per year.)	1
3.1.11	Maintains a library of references applicable to Fleet Recreation.	1
3.1.12	Provide Audit Board workshops on a biannual basis.	1
3.1.13	Coordinate fitness equipment preventive maintenance workshops biannually.	1

**Fleet Support (FRC)
Program Standards and Metrics**

Procurement Assistance and Property Management		
3.1.14	Provides assistance in all aspects of procurement, property management and property disposition for both appropriated funds and nonappropriated funds. Maintains policy manuals and instructions pertaining to NAF and APF procurement, property management and disposition.	1
3.1.15	Maintains, and makes available to customers, up-to-date information on appropriate fitness and recreation related equipment.	1
3.1.16	Provides assistance with vehicle procurement, registration, maintenance, accident reporting and disposition.	1
3.1.17	Coordinates secure vehicle storage space for deployed units' MWR owned vehicles.	1
Step 2	Add the circled numbers and enter total.	<input type="text"/>

Step 3 Compute your percent compliance
 $\text{Score} \div 17 \times 100 = \% \text{ Compliance}$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.1.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS PROGRAMMING

METRIC 3.2

Percent Compliance With Outreach Requirements Standards

**PURPOSE
OF THIS
METRIC**

To determine the level of compliance with prescribed outreach standards for the Fleet Support (FRC) Program.

**REFERENCES/
SOURCES**

-
-

NOTES

Communication outreach includes public relations and networking with the afloat and shore command, and the MWR department and leadership for both afloat commands and the home or visiting port.

The purpose is to maintain knowledge of local shore based recreation opportunities and aid the afloat command in meeting their recreational requirements and interests. The visibility and attentiveness of the Fleet Support (FRC) staff in areas of recreation, program management, problem-solving, and other support functions significantly enhances the quality of life for all concerned.

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Percent of Compliance With Outreach Requirements Standards

Standards

- 3.2.1** Visits homeported ships/subs at least quarterly for face-to-face contact with RSO/FC, CMC/COB and/or the CO/XO.
- 3.2.2** Attends Force/Fleet and local Master Chief meetings quarterly or as scheduled.
- 3.2.3** Attends shipboard and shore recreation committee meetings as requested.
- 3.2.4** Maintains contact with deployed ships' appropriate liaison at least every 2 weeks.
- 3.2.5** Ensures post-deployment assist visit is completed within 30 days of return to homeport.
- 3.2.6** Using an established guideline, develop a pre-deployment plan for each homeported ship to ensure MWR needs are met prior to next at-sea period. This cycle may vary depending on class of ship and local circumstances.
- 3.2.7** Notify fleet units of requirement to complete semi-annual audits and year-end financial reports, at least 30 days prior to due dates.
- 3.2.8** Conduct assist visit prior to CNPC Recreation Fund Inspections conducted by the Fleet Readiness Program Managers.
- 3.2.9** Provide a regular administrative bulletin to fleet units via web page, e-mail or hard copy, which includes "Welcome" messages and updates on policies and requirements.

**Fleet Support (FRC)
Program Standards and Metrics**

- 3.2.10** Boards and briefs visiting ships on recreational opportunities and requirements within 2 hours of ships' arrival.

- 3.2.11** Communicates with inbound visiting ships about recreational opportunities and requirements no less than 3 days prior to their arrival.

Percent of Compliance With Outreach Requirements Standards

**Score Sheet
Fleet Support (FRC)
Metric 3.2**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
3.2.1	Visits homeported ships/subs at least quarterly for face-to-face contact with RSO/FC, CMC/COB and/or the CO/XO.	1
3.2.2	Attends Force /Fleet and local Master Chief meetings quarterly or as scheduled.	1
3.2.3	Attends shipboard and shore recreation committee meetings as requested.	1
3.2.4	Maintains contact with deployed ships' appropriate liaison at least every 2 weeks.	1
3.2.5	Ensures post-deployment assist visit is completed within 30 days of return to homeport.	1
3.2.6	Using an established guideline, develop a pre-deployment plan for each homeported ship to ensure MWR needs are met prior to next at-sea period. This cycle may vary depending on class of ship and local circumstances.	1
3.2.7	Notify fleet units of requirement to complete semi-annual audits and year-end financial reports, at least 30 days prior to due dates.	1
3.2.8	Conduct assist visit prior to CNPC Recreation Fund Inspections conducted by the Fleet Readiness Program Managers.	1
3.2.9	Provide a regular administrative bulletin to fleet units via web page, e-mail or hard copy, which includes "Welcome" messages and updates on policies and requirements.	1
3.2.10	Boards and briefs visiting ships on recreational opportunities and requirements within 2 hours of ships' arrival.	1
3.2.11	Communicates with inbound ships about recreational opportunities and requirements no less than 3 days prior to their arrival.	1
Step 2	Add the circled numbers and enter total.	

Fleet Support (FRC)
Program Standards and Metrics

Step 3 Compute your percent compliance

$$\text{Score} \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.2.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS EQUIPMENT

METRIC 4.1

Percent Compliance With Correct Type of Equipment Standards

**PURPOSE
OF THIS
METRIC**

To determine the degree to which the Fleet Support (FRC) Program complies with the equipment standards.

**REFERENCES/
SOURCES**

-
-

NOTES

The Fleet Support (FRC) Program is not particularly equipment-laden, as are so many other MWR programs. However, the equipment required is essential to providing quality support for staff and customers.

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Standards

- 4.1.1** Office is equipped with an up-to-date computer system with the following capabilities: printing, word processing, spreadsheet application, database operation, desktop publishing, e-mail, internet access and auto cad.

- 4.1.2** Office has sufficient file and storage space to hold hard-copy editions of professional references, catalogs, records and forms.

- 4.1.3** Office is equipped with telephone, answering machine/voice mail, copy machine and facsimile.

- 4.1.4** LCD projection system available.

- 4.1.5** Cell phone.

- 4.1.6** Digital camera available.

- 4.1.7** Portable computer system (laptop) available enabling remote use of stand alone programs not compatible with local IT policies.

- 4.1.8** Dedicated vehicle with minimum carrying capacity of 2 tons and hydraulic lift gate (for Super Large and Extra Large installations). For all other size installations the availability for use meets the standard.

- 4.1.9** Forklift and pallet jack are available for moving heavy equipment.

- 4.1.10** Hard hat, safety glasses, hearing protection and other appropriate personal safety and protection equipment are available.

- 4.1.11** Basic maintenance and repair tools e.g. wrenches, screwdrivers, pliers, etc. are available.

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Percent Compliance With Correct Type of Equipment Standards

**Score Sheet
Fleet Support (FRC)
Metric 4.1**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
4.1.1	Office is equipped with an up-to-date computer system with the following capabilities: printing, word processing, spreadsheet application, database operation, desktop publishing, e-mail, internet access and auto cad.	1
4.1.2	Office has sufficient file and storage space to hold hard-copy editions of professional references, catalogs, records and forms.	1
4.1.3	Office is equipped with telephone, answering machine/voice mail, copy machine and facsimile.	1
4.1.4	LCD projection system available.	1
4.1.5	Cell phone.	1
4.1.6	Digital camera available.	1
4.1.7	Portable computer system (laptop) available enabling remote use of stand alone programs not compatible with local IT policies.	1
4.1.8	Dedicated vehicle with minimum carrying capacity of 2 tons and hydraulic lift gate(for Super Large and Extra Large installations). For all other size installations the availability for use meets the standard.	1
4.1.9	Forklift and pallet jack are available for moving heavy equipment.	1
4.1.10	Hard hat, safety glasses, hearing protection and other appropriate personal safety and protection equipment are available.	1
4.1.11	Basic maintenance and repair tools e.g. wrenches, screwdrivers, pliers, etc. are available.	1
Step 2	Add the circled numbers and enter total.	

Fleet Support (FRC)
Program Standards and Metrics

Step 3 Compute your percent compliance

$$\text{Score} \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 4.1. The performance block for this metric is in the Program Standards Sub-Matrix.

Step 5 Find the corresponding score (0-10) and enter it in the score block for the metric.

FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS EQUIPMENT

APF SCORE SHEET FOR EQUIPMENT AND SUPPLIES

PURPOSE OF THIS SCORE SHEET

To determine the amount of APF funding needed for equipment and supplies.

REFERENCES/ SOURCES

- NAVSO P-1000
 - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
-

NOTES

The amount of APFs needed by the program and the amount actually received must be computed locally because the method used involves the determination of on-hand inventories. The totals submitted will be aggregated by program, region, claimancy and Navy wide to determine the amount of APFs required for equipment and supplies to operate a Liberty program at the C1 level.

As a rule of thumb, 25% of the value of all NAF and APF property (both minor property and fixed assets) should be expended annually for routine repairs and replacements and to adequately provide for routine program supplies and other operating expenses.

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**Score Sheet
Fleet Support (FRC)
Equipment and Supplies**

Compute your total APF support authorization for equipment and supplies as follows:

- A. Amount required to purchase any additional equipment your program needs to comply with the equipment standards in 4.1. _____
- B. 25% of the value of your current property inventory. (See 4.2.) _____
- C. Total _____

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FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS ADMINISTRATION

METRIC 5.1

Percentage Compliance With Administrative Requirements

**PURPOSE
OF THIS
METRIC**

To measure the degree of compliance with administrative requirements for the Fleet Support (FRC) Program.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- MWR Managers' Desk Reference, Vols 1-4

NOTES

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Standards

- 5.1.1** FRC has access to SIPRNET or other secure network for communication with deployed units.
- 5.1.2** FRC has the means or access to the means to send and receive Navy messages, letters, and other written correspondence.
- 5.1.3** FRCs have appropriate security clearances as required.
- 5.1.4** Position Descriptions are accurate, current and copies maintained in the FRC program office.
- 5.1.5** All persons required to operate vehicles or forklifts possess valid driver's license and operator's certificate.
- 5.1.6** FRC staff dresses in a professional manner commensurate with the task at hand. Components of the uniform include staff shirt and nametag.
- 5.1.7** The Fleet Recreation program maintains a customer comment card program. Maximum comment response time is 48 hours.
- 5.1.8** FRC has a structured program in place to collect customer feedback and satisfaction measurements annually. Survey method includes at least one of the following:
- One-on-one interviews
 - Questionnaire (computer assisted or hard copy)
 - Focus Groups

**Fleet Support (FRC)
Program Standards and Metrics**

- 5.1.9** Maintenance and inspection records for vehicles, forklift and pallet jack are current and on file.

- 5.1.10** FRC maintains documentation of determination to repair or dispose of recreation and fitness equipment. This decision will be made with consideration to useful life expectancy, cost to repair and replacement price of the equipment.

- 5.1.11** FRC maintains Forms DD1149 for each piece of equipment. The records will contain sufficient information, including serial numbers when applicable, to track each piece of property.

Percentage Compliance With Administrative Requirements

**Score Sheet
Fleet Support (FRC)
Metric 5.1**

		A
Step 1	Circle the number in column A for each standard met.	
Standards		Meet Standard
5.1.1	FRC has access to SIPRNET or other secure network for communication with deployed units.	1
5.1.2	FRC has the means or access to the means to send and receive Navy messages, letters, and other written correspondence.	1
5.1.3	FRCs have appropriate security clearances as required.	1
5.1.4	Position Descriptions are accurate, current and copies maintained in the FRC program office.	1
5.1.5	All persons required to operate vehicles or forklifts possess valid driver's license and operators certificate.	1
5.1.6	FRC staff dresses in a professional manner commensurate with the task at hand. Components of the uniform include staff shirt and nametag.	1
5.1.7	The Fleet Recreation program maintains a customer comment card program. Maximum comment response time is 48 hours.	1
5.1.8	FRC has a structured program in place to collect customer feedback and satisfaction measurements annually.	1
5.1.9	Maintenance and inspection records for vehicles, forklift and pallet jack are current and on file.	1
5.1.10	FRC maintains documentation of determination to repair or dispose of recreation and fitness equipment. This decision will be made with consideration to useful life expectancy, cost to repair and replacement price of the equipment.	1
5.1.11	FRC maintains Forms DD1149 for each piece of equipment. The records will contain sufficient information, including serial numbers when applicable, to track each piece of property.	1
Step 2	Add the circled numbers and enter total	

Fleet Support (FRC)
Program Standards and Metrics

Step 3 Compute your percent compliance:

$$A \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 5.1.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS SECTION II

CUSTOMER SATISFACTION

Survey Instructions

PURPOSE OF THIS SECTION

To describe how to calculate your Customer Satisfaction score.

BACKGROUND

In addition to assessing the five standards, you need to determine how satisfied your customers are with your programs and services. The following will provide you information on how to derive a customer satisfaction score for your program.

INSTRUMENT

The survey instrument (see page II - 7) that will be used in this process was developed by a group of researchers and it has been used extensively by the Parks and Recreation profession for over ten years. Further, this instrument has proven to be a reliable and valid measure of service quality. It measures service quality, which represents past transactions or experiences with services, events or activities. Delivering quality service means meeting customer expectations on a consistent basis.

PROCEDURES

To calculate your customer satisfaction score follow the steps mentioned below. This process is very similar to Duty 1.0 - Assess Needs in the MWR Managers Desk Reference. For further information, please refer to the checklist provided in Task 1.1 of the MWR Manager Desk Reference. A checklist is also provided for your use on page II - 5.

**PROCEDURES
 (cont.)**

Step 1. Determine method of collecting data. Data can be collected using pen and paper surveys, or through the use of some data collection software. You determine the most efficient way to collect your data. We will assume you will be using a traditional pen and paper method.

Step 2. Download survey instrument from website and customize for your use by inserting your program name.

Step 3. Determine the number of surveys to be collected. Only those users of your programs and services should participate in this process. Some of your users may complete more than one program survey if they are participating in a variety of MWR activities. Try to collect data from a representative cross-section of users to include active duty, spouses, dependents, civilians and retirees.

The following should be used as a guide to determine how many surveys should be completed.

AVERAGE NUMBER OF PARTICIPANTS PER MONTH	YOU NEED TO GATHER DATA FROM AT LEAST:
Below 200	All participants
200-299	160 participants
300-399	190 participants
400-499	212 participants
500-599	230 participants
600-699	245 participants
700-799	256 participants
800-899	267 participants
900-999	275 participants
1000 or more	300 participants

Step 4. Copy the appropriate number of surveys preferably on card stock so that customers can complete easily.

**PROCEDURES
(cont.)**

Step 5. Randomly select dates and times for data collection. In order to collect data from a representative sample of your users, you should collect data on a variety of days and times, over a month period of time. Make sure you include some mornings, afternoons, evenings, weekdays, weekends, etc., to make sure your sample is representative of the total user group.

Step 6. Administer survey.

ANALYSIS

Step 7. Analyze data. Once all surveys have been collected, the following steps will enable you to derive a single customer satisfaction score.

- a. Compute a mean (average) for each of the 25 items by totaling all scores for that item and dividing by the number of scores. For example, you have 10 folks complete the survey, and nine respond to question #1. You total the nine responses and divide by 9.
- b. Next, you need to compute a grand mean. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.
- c. Last you multiply grand mean by 2, to derive your final customer satisfaction score. This is the number that is entered into the score sheet.

If the responses are marked “not applicable” or are missing, do not compute them into your mean score. For example 25 surveys are collected, and for item #5 only 20 responses are valid. That is to say five respondents either circled not applicable or did not circle any response. You would add the 20 scores and divide by 20.

**FURTHER
ANALYSIS**

The survey instrument measures four domains of service quality. The domains are represented by a group of items as follows:

DOMAIN	ITEMS
Tangibles (physical facilities, equip., and appearance)	#1, 10, 14, 16, & 20
Reliability (ability to perform the promised service accurately and dependably)	#2, 3, 4, 5, 6, 8, & 9
Responsiveness (willingness of the staff to help customers and provide prompt customer service)	# 7, 12, 21, 22, 23, & 24
Assurance (courteous and knowledgeable employees who convey confidence and trust)	#11, 13, 15, 17, 18, 19, & 25

Should you wish to compute mean scores for each domain, add the appropriate mean scores for each domain, and divide that total by the number of items in that domain. For example, if you were interested in how your program scored on the reliability domain, you would add the mean scores from items #2, 3, 4, 5, 6, 8, & 9 and divide by 7.

Customer Satisfaction Survey Checklist
(Assumes pen and paper method is chosen to collect data)

STEPS FOR SURVEY IMPLEMENTATION	DATE COMPLETED	BY WHOM
1. Download survey from website		
2. Customize survey for your use – insert your program name		
3. Determine number of surveys to collect using table provided		
4. Copy appropriate numbers of survey – preferably on card stock so that customers can complete easier		
5. Randomly select dates and times for data collection – distributed over one month period		
6. Collect data – offering some incentive for survey completion		
7. Complete data analysis		
a. Compute mean for each of the 25 items by totaling all scores for that item and dividing by the number of scores.		
b. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.		
c. Last you multiply grand mean by 2, to derive your final customer satisfaction score		
8. If desired, complete further analysis		
9. Enter Customer Satisfaction score in Score sheet		

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CUSTOMER SATISFACTION SURVEY

MWR is very interested in how satisfied you are with the _____ program. Below are statements that may reflect your satisfaction with this program. Please indicate your level of satisfaction by circling your response to each item. Circle "0" in the "Not applicable" column for items you believe do not apply to this program. Thanks for your feedback!

ITEM	NOT APPLICABLE	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE OR AGREE	AGREE	STRONGLY AGREE
1. Equipment provided is up-to-date	0	1	2	3	4	5
2. Programs start on time	0	1	2	3	4	5
3. Staff is willing to go an extra step	0	1	2	3	4	5
4. Programs are offered at convenient times	0	1	2	3	4	5
5. Staff is dependable	0	1	2	3	4	5
6. Staff has enthusiasm	0	1	2	3	4	5
7. Staff gives individual attention to you	0	1	2	3	4	5
8. Staff responds to requests quickly	0	1	2	3	4	5
9. Information provided is accurate	0	1	2	3	4	5
10. Facility is aesthetically attractive	0	1	2	3	4	5
11. Staff is well dressed and appears neat	0	1	2	3	4	5
12. Staff understands your needs	0	1	2	3	4	5
13. Staff is competent	0	1	2	3	4	5
14. Staff acts on participants' suggestions	0	1	2	3	4	5
15. Staff makes you feel as though you belong	0	1	2	3	4	5
16. Facility is comfortable	0	1	2	3	4	5
17. Staff is friendly	0	1	2	3	4	5
18. What is promised is delivered	0	1	2	3	4	5
19. Staff is knowledgeable	0	1	2	3	4	5
20. The organization is concerned with quality control	0	1	2	3	4	5
21. Program/facility is at a convenient location	0	1	2	3	4	5
22. Other participants are not bothersome	0	1	2	3	4	5
23. Problems are quickly solved	0	1	2	3	4	5
24. Staff takes time with the participants	0	1	2	3	4	5
25. Staff performs duties consistently well	0	1	2	3	4	5

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FLEET SUPPORT (FRC) PROGRAM STANDARDS AND METRICS SECTION III

SCORING

PURPOSE OF THIS SECTION

To describe how to calculate a score for this program using a pre-programmed scoring template (Excel spreadsheet).

BACKGROUND

Periodically Navy leadership will conduct a scoring of all MWR programs, with scores and costs for all programs collected and aggregated. This process is normally web-based, with scores being recorded in a database or spreadsheet that is then uploaded onto a website provided for that purpose. It isn't necessary to wait for the Navy-wide call to calculate the score for your program, however. A simpler method is available that you can use at any time to see how your program compares to the standards and determine your Service Level (S/L).

NOT APPLICABLE “N/A”

It is possible you will find that some standards don't apply to your program. Circumstances may be such that the standard simply “doesn't fit.” When that happens, you may mark the standard “N/A” and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don't comply or it is very difficult for you to achieve, doesn't mean it doesn't apply. You should be able to justify your reasoning for any standard you mark “not applicable.”

PROCEDURES

To calculate a Service Level (S/L) score for your program, follow these steps:

Step 1. Complete the scoring process in this booklet, recording the percent compliance for each metric on the worksheets provided.

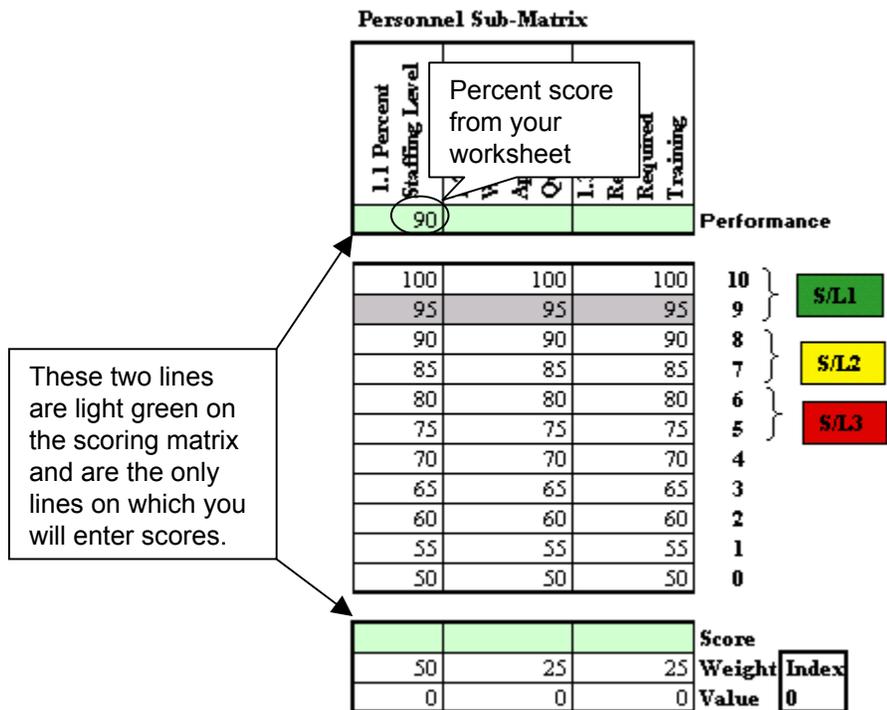
PROCEDURES
 (cont.)

Step 2. If you don't already have the Excel worksheet with the pre-programmed scoring template, you may download it from the Navy MWR website. Go to <http://www.mwr.navy.mil/mwrprgms/programstand.htm> and download the scoring matrix for your program.

Note: If you are challenged about "macros" when opening the spreadsheet, select "Enable Macros."

This spreadsheet contains pre-programmed formulas and multipliers that you should not change or your score will not calculate correctly. You should enter numbers in the cells that are light green in color only.

Step 3. Find the Personnel Sub-Matrix in the spreadsheet. Enter the percent score you calculated on the worksheet for metric 1.1 into the "performance block" as shown in the example below.



PROCEDURES
(cont.)

Step 4. Find your score for this metric by reading straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column for metric 1.1.

Personnel Sub-Matrix

1.1 Percent Staffing Level	1.2 Percent With Appropriate Qualifications	1.3 Percent Receiving Required Training	
90			Performance
100	100	100	10
95	95	95	9
90	90	90	8
85	85	85	7
80	80	80	6
75	75	75	5
70	70	70	4
65	65	65	3
60	60	60	2
55	55	55	1
50	50	50	0
8			Score
50	25	25	Weight
400	0	0	Value

10 } S/L1

9 } S/L2

8 } S/L3

7 }

6 }

5 }

4 }

3 }

2 }

1 }

0 }

The score will automatically be multiplied by the weight pre-assigned to this metric, and a score will appear in the **Value** block. A partial score for all 3 personnel metrics will also appear in the **Index** block.

PROCEDURES
 (cont.)

Step 5. Repeat steps 3 and 4 for all remaining metrics (the rest of Personnel and for all metrics in Facility, Program, Equipment and Administration), entering the scores in the appropriate sub-matrices.

NOTE: For all programs except Auto Skills, the score for Administration should be entered in the Program Standards Sub-Matrix. For Auto Skills, complete the sub-matrix for Administration.

When you have finished entering all the scores in the Personnel, Facility, Program, Equipment and Administration sub-matrices, the Program Standards Sub-Matrix will look something like the example below. All the **Index** block scores from each sub-matrix should now appear on the **Performance** line of the Program Standards Sub-Matrix.

Program Standards Sub-Matrix

1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
400	660	895	845	95	Performance

1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

30	20	30	15	5	Score
0	0	0	0	0	Weight
					Value

S/L1
S/L2
S/L3

Index
0

PROCEDURES
(cont.)

Step 6. Enter the scores from the 0-10 scale for all five areas in the **Score** blocks just as you did in the other sub-matrices. Read straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column.

Don't forget to enter the score for Administration in this sub-matrix if there is no other sub-matrix for it.

Program Standards Sub-Matrix

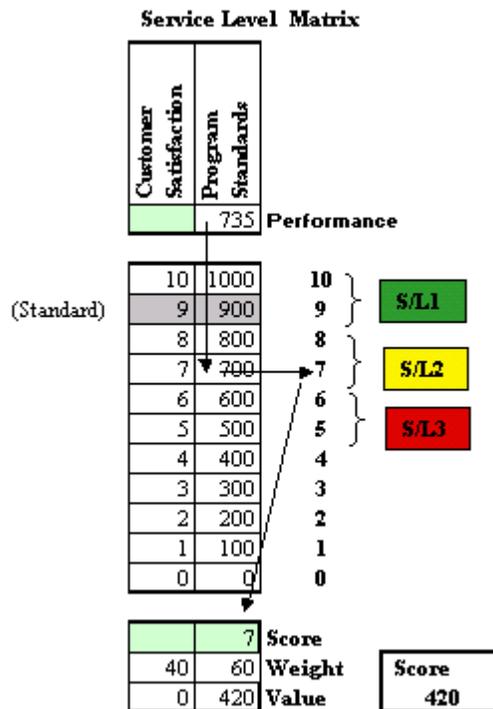
1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
750	660	895	845	95	Performance
1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

7	6	8	8	9	Score
30	20	30	15	5	Weight
210	120	240	120	45	Value

Index	735
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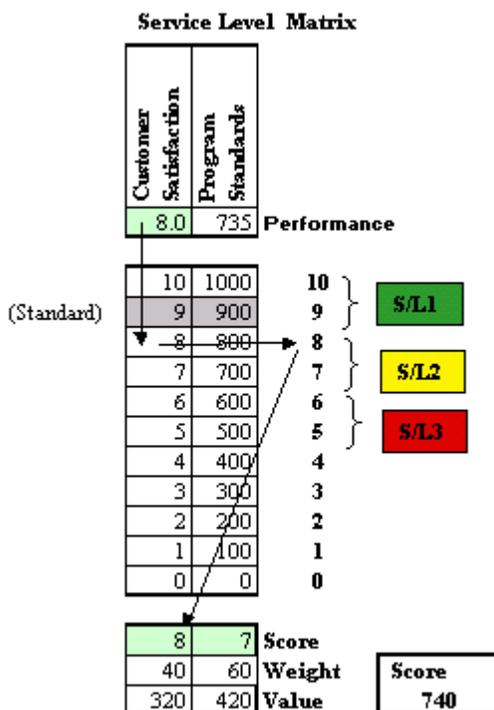
PROCEDURES
 (cont.)

Step 7. Find the Service Level Matrix and complete the scoring for the program standards by entering the appropriate number from the 0-10 scale in the **Score** block. (The total score for Program Standards should have automatically appeared in the **Performance** block.)



PROCEDURES
(cont.)

Step 8. Complete all scoring by entering the score from your Customer Satisfaction Survey. Ensure you have followed all the steps in Section II of this booklet to arrive at a Customer Satisfaction Score. Put the number on the **Performance** line and on the **Score** line.



In this example, the final score was 740, which is an S/L2 on the 0-1000 point scale.

Previous Navy-wide scoring has resulted in a final score on the 0-10 scale vice a thousand-point scale. The score in this example is a 7.40 on the 10-point scale – just move the decimal point two places to the left.

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