

ATTACHMENT 2
PERFORMANCE STANDARDS

23 SEP 97

(page 1 of 2)

F08650 - 98 - C - 0035

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PERFORMANCE STANDARDS

1. Universal Documentation Systems (UDS) timelines are met with no more than one late input every 6 months.
2. No more than 2 formal, justified customer complaints allowed per quarter.
3. Costs are collected and reported to USAF Job Order Cost Accounting System within 1 week of occurrence and details are 99% accurate.
4. All scheduled systems are fully mission capable 99% of the time to support launch and launch processing.
5. Resources are available to support 95% of requests for services per quarter, with no more than 2 instances of non-support of scheduled services per quarter.
6. Planned systems maintenance will have no impact to launch and launch processing.
7. During launch and launch processing, systems information must be at least 99% accurate with changes reported within 15 minutes; during all other times, systems information must be at least 95% accurate with changes reported within 3 hours.
8. No more than one minor reportable safety incident per quarter.

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