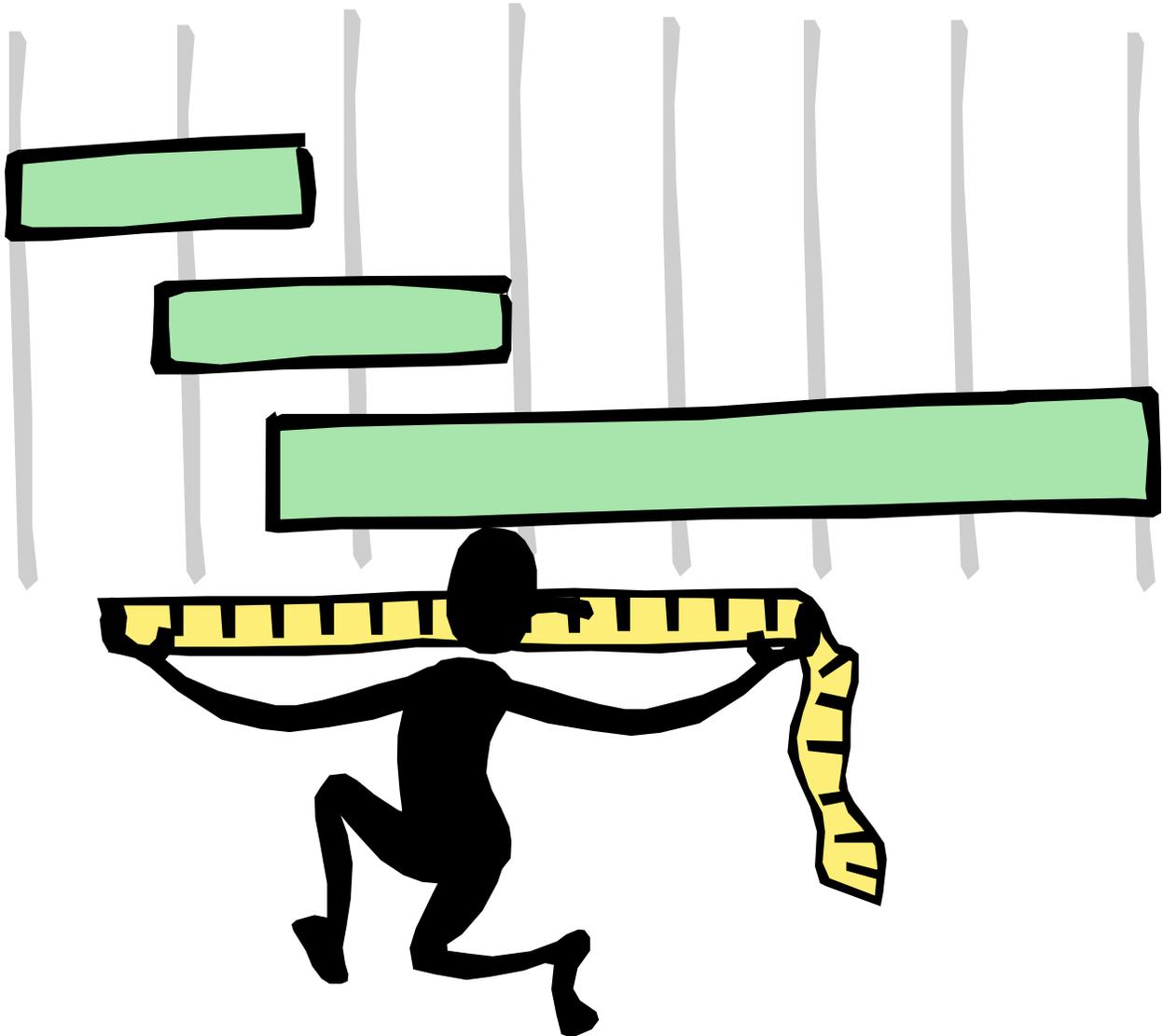


# Auto Skills



## MWR Program Standards and Metrics

May 2003



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# AUTO SKILLS STANDARDS AND METRICS

## INTRODUCTION

### About Program Accreditation

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#### 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.

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#### 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.

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**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.

<b>BOS</b>	Base Operating Support
<b>FTE</b>	Full Time Equivalent
<b>IPT</b>	Integrated Process Team
<b>M/S</b>	Metrics/Standards (and vice-versa)
<b>NPRST</b>	Navy Personnel Research Studies and Technology
<b>PET</b>	Program Enhancement Teams
<b>POM</b>	Program Objective Memorandum
<b>PR</b>	Program Review
<b>PSG</b>	Program Support Group
<b>SL</b>	Service Level
<b>S/M</b>	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**

- 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.

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**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.”

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**AUTO SKILLS  
PROGRAM  
DESCRIPTION**

The Navy Auto Skills Program is designed to provide high-quality and affordable auto skills facilities, equipment and instructional programs enabling Navy personnel to perform routine maintenance and repair on their vehicles. Do-it-yourself service is the main focus and cornerstone of all Auto Skills Programs both in mission and program content.

Navy Auto Skills Centers are not intended to be full-service stations, but rather facilities where self-help is encouraged and supported through instructional classes and guidance from trained MWR professionals.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS PERSONNEL

### METRIC 1.1

### Percent Compliance With Staffing Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the level of staffing in Auto Skills Programs as compared to staffing standards for comparable size programs throughout the Navy.

---

**REFERENCES/  
SOURCES**

- Auto Skills Center Guidebook
- 

**NOTES**

Every attempt will be made to recruit and hire Auto Skills team members that are trained, educated and experienced professionals with the right attitude (i.e., TEAM PLAYERS). When personnel are not initially qualified in all aspects of the program, they must be trained to become competent, knowledgeable, and skilled in all elements the position requires. Qualifications apply to permanent, part-time, flexible employees and volunteers alike.

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**Standards**

**1.1.1** The following are the recommended staffing levels for MWR Auto Skills Center based upon base size. Base size should not be the only variable considered when determining optimum staffing levels. Before setting staffing levels you will want to consider active duty and retiree population, deployment periods, comparable services outside the gate. FTE = full time equivalent – may be filled by any number of employees in a full, part or flex time capacity. One FTE = 2087 hours per year.

<b>X-Large (Over 14,000 active duty personnel)</b>		<b>FTE</b>
Auto Skills Manager	GS-9/11 or NAF equiv.	1
Auto Skills Worker	WG-7/8 or NAF equiv.	1
Auto Skills Helper	WG-4/5 or NAF equiv.	4

<b>Large (7,001 – 14,000 active duty personnel)</b>		<b>FTE</b>
Auto Skills Manager	GS-9/11 or NAF equiv.	1
Auto Skills Worker	WG-7/8 or NAF equiv.	1
Auto Skills Helper	WG-4/5 or NAF equiv.	4

**Auto Skills  
Program Standards and Metrics**

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<b>Medium (3,001 – 7,000 active duty personnel)</b>		<b>FTE</b>
Auto Skills Manager	GS-7/9 or NAF equiv.	1
Auto Skills Worker	WG-7/8 or NAF equiv.	1
Auto Skills Helper	WG-4/5 or NAF equiv.	2

<b>Small/Ex Small (3,000 or less)</b>		<b>FTE</b>
Auto Skills Manager	GS-5/7 or NAF equiv.	1
Auto Skills Worker	WG 7/8 or NAF equiv.	1
Auto Skills Helper	WG-4/5 or NAF equiv.	.5

**Score Sheet  
Auto Skills  
Metric 1.1**

**Step 1** Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

<b>A. X-Large Installation (&gt; 14,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard. For program leaders, circle the highest number that applies.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Auto Skills Manager (GS-9/11 or NAF equiv.)	1	0.5
	Auto Skills Worker (WG-7/8 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

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

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>B. Large Installation (7,001-14,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Auto Skills Manager (GS-9/11 or NAF equiv.)	1	0.5
	Auto Skills Worker (WG-7/8 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

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

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>C. Medium Installation (3,001 - 7,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Auto Skills Skills Manager (GS-7-9 or NAF equiv.)	1	0.5
	Auto Skills Worker (WG-7/8 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

$$A \div 4 \times 100 = \% \text{ Compliance}$$

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>D. Small Installation/X-Small (&lt; 3,001)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Auto Skills Manager (GS-5/7 or NAF equiv.)	1	0.5
	Auto Skills Helper (WG-4/5 or NAF equiv.)	1	0.5
	Auto Skills Helper (.5 FTE) (WG-4/5 or NAF equiv.)	1	0.5
<b>Step 3</b>	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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## AUTO SKILLS PROGRAM STANDARDS AND METRICS PERSONNEL

### METRIC 1.2

### Percent Compliance With Qualification Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree of compliance with prescribed qualification standards for all Auto Skills Center staff.

---

**REFERENCES/  
SOURCES**

- NMPC Nonappropriated Fund Standardized Job Descriptions.
  - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- 

**NOTES**

A qualified staff not only promotes a quality program, but also promotes a safe and environmentally aware program.

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**Standards**

**Auto Skills Manager**

**1.2.1**        4 years experience within the automotive maintenance and repair industry.

**Auto Skills Worker:**

**1.2.2**        2 years experience within the automotive maintenance and repair industry.

**Auto Skills Helper:**

**1.2.3**        1 year experience within the automotive maintenance and repair industry.

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**Score Sheet  
Auto Skills  
Metric 1.2**

		A
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Core Areas</b>		
<b>Auto Skills Manager</b>		
1.2.1	4 years experience within the automotive maintenance and repair industry.	1
<b>Auto Skills Worker</b>		
1.2.2	2 years experience within the automotive maintenance and repair industry.	1
<b>Auto Skills Helper</b>		
1.2.3	1 year experience within the automotive maintenance and repair industry.	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

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

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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## AUTO SKILLS PROGRAM STANDARDS AND METRICS PERSONNEL

### METRIC 1.3

### Percent Compliance With Required Training Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree of compliance with prescribed Auto Skills Program staff training requirements.

---

**REFERENCES/  
SOURCES**

- OPNAV 5100.2323F, Navy Occupational Safety and Health (NAVOSH) Program Manual.
  - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- 

**NOTES**

The Auto Skills Center manager and staff will receive periodic training to keep current on the latest techniques in the management of an auto repair and skills facility. The training will include safety, HAZMAT, new products and equipment, customer service, cash handling, etc. The manager is responsible for ensuring or directly training subordinate staff.

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**Standards**

**Manager has completed/attended the following:**

- 1.3.1** MWR Managers' Course if employed 12 months or longer.
- 1.3.2** Leadership Skills for Managers Course (LSFM) if employed 18 months or longer.
- 1.3.3** Coaching for Extraordinary Service training if employed 18 months or longer.
- 1.3.4** Navy-wide training as scheduled by the PERS-65 Program Manager.

**All Staff have completed/attended the following:**

- 1.3.5** Shop orientation to include operation of all equipment relevant to position, safety procedures, regulations and job requirements if employed 1 week or longer.
- 1.3.6** Base indoctrination if employed 30 days or longer.
- 1.3.7** Cash handling training if employed 30 days or longer.
- 1.3.8** Star Service: Achieving Extraordinary Customer Relations training if employed 90 days or longer.
- 1.3.9** Equipment use and safety procedures refresher training annually.
- 1.3.10** Annual safety training required by OPNAV 5100.23 Series F. Training must cover; hearing, sight, and personal protection equipment, hazardous materials, and lead abatement.

**Auto Skills**  
**Program Standards and Metrics**

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- 1.3.11** Participation in specific medical surveillance conservation programs (e.g. physicals and exams) for appropriate staff is documented. Requirements may differ and will be determined by the Occupational Health and Industrial Hygiene office at each command.
  
- 1.3.12** CPR and First Aid training/certification if employed 3 months or longer.
  
- 1.3.13** Where equipment is classified as “staff assisted” or “certification required” for its use, training will be conducted prior to use and documented appropriately.
  
- 1.3.14** Employees have received training in Hazardous Materials Communication (HAZMAT) procedures if employed 90 days or longer.
  
- 1.3.15** Attends minimum of 32 hours of industry-related training annually. Training may be provided by vendor (on or off site), local technical school, trade conference, etc.

**Percent Compliance With Required Training Standards**

**Score Sheet  
Auto Skills  
Metric 1.3**

		<b>A</b>
<b>Step 1</b>	Circle the number in column A for each standard met	
<b>Standards</b>		
<b>Core Areas</b>		
<b>Manager</b>		
<b>1.3.1</b>	MWR Managers' Course if employed 12 months or longer.	1
<b>1.3.2</b>	Leadership Skills for Managers Course (LSFM) if employed 18 months or longer	1
<b>1.3.3</b>	Coaching for Extraordinary Service training if employed 18 months or longer.	1
<b>1.3.4</b>	Navy-wide training as scheduled by the PERS-65 Program Manager.	1
<b>All Staff</b>		
<b>1.3.5</b>	Shop orientation to include operation of all equipment relevant to position, safety procedures, regulations and job requirements if employed 1 week or longer.	1
<b>1.3.6</b>	Base indoctrination if employed 30 days or longer.	1
<b>1.3.7</b>	Cash handling training if employed 30 days or longer.	1
<b>1.3.8</b>	Star Service: Achieving Extraordinary Customer Relations training if employed 90 days or longer.	1
<b>1.3.9</b>	Equipment use and safety procedures refresher training annually.	1
<b>1.3.10</b>	Annual safety training required by OPNAV5100.23 Series F. Training must cover; hearing, sight, and personal protection equipment, hazardous materials, and lead abatement.	1
<b>1.3.11</b>	Participation in specific medical surveillance conservation programs (e.g. physicals and exams) for appropriate staff is documented. Requirements may differ and will be determined by the Occupational Health and Industrial Hygiene office at each command.	1

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<b>1.3.12</b>	CPR and First Aid training/certification if employed 3 months or longer.	1
<b>1.3.13</b>	Where equipment is classified as “staff assisted” or “certification required” for its use, training must be conducted prior to use and documented appropriately.	1
<b>1.3.14</b>	Employees have received training in Hazardous Materials Communication (HAZMAT) procedures if employed 90 days or longer.	1
<b>1.3.15</b>	Attends minimum of 32 hours of industry-related training annually. Training may be provided by vendor (on or off site), local technical school, trade conference, etc.	1
<b>Step 2</b>	Add the circled numbers and enter total	<input type="text"/>

**Step 3** Compute your percent compliance:

$$A \div 15 = \% \text{ Compliance}$$

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 this metric.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS FACILITIES

### METRIC 2.1

### Percent Compliance With Square Footage Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree of compliance with prescribed square footage standards established for Auto Skills Centers.

---

**REFERENCES/  
SOURCES**

- NAVFAC P-80 Facility Planning Criteria for Navy and Marine Corps Shore Installations, (740-38 Auto Skills Hobby Shop)
- 

**NOTES**

The Auto Skills Center will provide the space and equipment for staff and patrons to safely, efficiently and properly perform a variety of maintenance, repair, modifications and improvement tasks to their vehicle. Facilities should be designed to accommodate cars, trucks and motorcycles. The center will also provide space for instructional classes, tool and parts storage and issuance, a resale operation and management of the center. Compliance with all local, state and federal environmental and safety regulations is required in the design and operation of the Auto Skills Center.

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**Percent Compliance With Square Footage Standards**

**Standards**

**2.1.1** Auto Skills Centers will be sized according to the total active duty population at the installation.

<b>Active Duty Population</b>	<b>Square Footage</b>
A. Extra Large (>14,000)	19,465 sq. ft.
B. Large (7,001-14,000)	16,086 sq. ft.
C. Medium (3,001-7,000)	8,683 sq. ft.
D. Small (501-3,000)	3,346 sq. ft.
E. Extra-Small (<500)	1,926 sq. ft.

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**Percent Compliance With Square Footage Standards**

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**Score Sheet  
Auto Skills  
Metric 2.1**

**Step 1** Find the facility standard for your installation

<b>A. Active duty Population &gt;14,000</b>	<b>A Total Sq. Ft</b>	<b>B % Compliance</b>	<b>C Score</b>
	>19,465	100	10
	18,492 - 19,464	90	9
	17,568 - 18,491	80	8
	16,690 - 17,567	70	7
	15,856 - 16,689	60	6
	15,063 - 15,855	50	5
	14,310 - 15,062	40	4
	13,595 - 14,309	30	3
	12,915 - 13,594	20	2
	12,269 - 12,914	10	1
	<12,269	0	0

**Step 2** Find the total square footage of your facility (column A) in the chart for your size installation.

**Step 3** Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

**Step 4** Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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**Percent Compliance With Square Footage Standards**

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**Step 1** Find the facility standard for your installation

<b>B. Active duty Population 7,001 - 14,000</b>	<b>A Total Sq. Ft</b>	<b>B % Compliance</b>	<b>C Score</b>
	>16,086	100	10
	15,282 - 16,085	90	9
	14,518 - 15,281	80	8
	13,792 - 14,517	70	7
	13,102 - 13,791	60	6
	12,447 - 13,101	50	5
	11,825 - 12,446	40	4
	11,234 - 11,824	30	3
	10,672 - 11,233	20	2
	10,138 - 10,671	10	1
	<10,138	0	0

**Step 2** Find the total square footage of your facility (column A) in the chart for your size installation.

**Step 3** Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

**Step 4** Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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**Percent Compliance With Square Footage Standards**

---

**Step 1** Find the facility standard for your installation

<b>C. Active Duty Population 3,001 - 7,000</b>	<b>A Total Sq. Ft</b>	<b>B % Compliance</b>	<b>C Score</b>
	> 8,683	100	10
	8,249 - 8,682	90	9
	7,837 - 8,248	80	8
	7,445 - 7,836	70	7
	7,073 - 7,444	60	6
	6,719 - 7,072	50	5
	6,383 - 6,718	40	4
	6,064 - 6,382	30	3
	5,761 - 6,063	20	2
	5,473 - 5,760	10	1
	<5473	0	0

**Step 2** Find the total square footage of your facility (column A) in the chart for your size installation.

**Step 3** Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

**Step 4** Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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**Percent Compliance With Square Footage Standards**

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**Step 1** Find the facility standard for your installation

<b>D. Active Duty Population 501 - 3,000</b>	<b>A Total Sq. Ft</b>	<b>B % Compliance</b>	<b>C Score</b>
	>3,346	100	10
	3,179 - 3,345	90	9
	3,020 - 3,178	80	8
	2,869 - 3,019	70	7
	2,726 - 2,868	60	6
	2,590 - 2,725	50	5
	2,461 - 2,589	40	4
	2,338 - 2,460	30	3
	2,221 - 2,337	20	2
	2,110 - 2,220	10	1
	<2,110	0	0

**Step 2** Find the total square footage of your facility (column A) in the chart for your size installation.

**Step 3** Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

**Step 4** Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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**Percent Compliance With Square Footage Standards**

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**Step 1** Find the facility standard for your installation

<b>E. Active Duty Population &lt;500</b>	<b>A Total Sq. Ft</b>	<b>B % Compliance</b>	<b>C Score</b>
	>1,926	100	10
	1,830 - 1,925	90	9
	1,738 - 1,829	80	8
	1,651 - 1,737	70	7
	1,568 - 1,650	60	6
	1,490 - 1,567	50	5
	1,416 - 1,489	40	4
	1,345 - 1,415	30	3
	1,278 - 1,344	20	2
	1,214 - 1,277	10	1
	<1,214	0	0

**Step 2** Find the total square footage of your facility (column A) in the chart for your size installation.

**Step 3** Read % compliance figure straight across from square footage number on the standard for your installation. Place the appropriate % compliance from column B in the “performance” block for metric 2.1.

**Step 4** Place the adjacent corresponding score from column C in the “score” block for metric 2.1.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS FACILITIES

### METRIC 2.2

### Percent Compliance With Qualitative Areas Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the degree to which Auto Skills Centers comply with prescribed standards for programming and operational areas or spaces within the facility.

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**REFERENCES/  
SOURCES**

- NAVFAC P-80 Facility Planning Criteria for Navy and Marine Corps Shore Installations, (740-38 Auto Skills Hobby Shop)
  - OPNAVINST 5100.23F, Navy Occupational Safety and Health (NAVOSH) Program Manual.
  - OPNAVINST 5090.1B, Navy Environmental and Natural Resources Program Manual
- 

**NOTES**

These areas, spaces and features of the Auto Skills Center are essential to the success of the operation and meeting the needs of the customer. Within each of these spaces will be offered the activities, events, products and services necessary to meet customer demand, ensure a safe and effective operation, and maintain the proper concern for the environment.

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**Standards**

**2.2.1** Number of auto skills bays comply with NAVFAC P-80, Code 740-38 paragraph #4, Table 740-38A.

Active Duty Population	Bays Per Base
Extra Large (>14,000)	30
Large (7,001-14,000)	24
Medium (3,001-7,000)	12
Small (501-3,000)	4
Extra-Small (<500)	2

- Auto Skills Bays may be indoor or outdoor while meeting local environmental regulations.
- Auto Skills Bays may vary in size depending on the type of work taking place. Average size bay is 28 net square meters or 300 square feet. Depending on the purpose of the stall, this number may be closer to 500 square feet.
- Auto Skills Bays include a clean up area.

**2.2.2** Central Storage.

- Supplies/parts, custodial maintenance, administrative storage area.

**2.2.3** Resale/Tool Issue/Control Area.

- Resale/Tool Issue/Control area is centrally located to the facility's main entrance with controlled access and visibility into bay areas and other related customer work areas.

**2.2.4** Machine Shop.

- Shop is secure and separate from bays physically by walls, chain-link fencing or other suitable means.

**2.2.5** Welding Area.

- Shop is secure and separate from bays physically by walls, chain-link fencing or other suitable means.

**2.2.6** Classroom/Customer lounge.

- Space is dependent on skill classes participation numbers and space availability within the facility.

**2.2.7** Manager's office.

- Typical office workspace equipped with computer workstation with Internet and email access.

**2.2.8** Parking area for customers and staff.

**2.2.9** Oil/Water separator system in compliance with state and local standards.

**2.2.10** Vehicle lifts.

Active Duty Population	Lifts Per Base
Extra Large (>14,000)	15
Large (7,001-14,000)	12
Medium (3,001-7,000)	6
Small (501-3,000)	2
Extra-Small (<500)	2

**2.2.11** Secured parking/storage area for customer owned vehicles.

**2.2.12** Classroom

- Provides seating, tables/work stations, adequate lighting and audio-visual equipment as needed for instruction.

**2.2.13** Storage areas with adequate shelving, bins, and cabinets for storage of equipment/supplies.

**2.2.14** Customer Lounge/Circulation Area

- Lounge is comfortable for customers to wait for service, review relevant literature, or to relax momentarily while performing work on a vehicle.
- Circulation area provides the following amenities for customers:
  - 2.2.14.1** Lockers.
  - 2.2.14.2** Men's and women's restrooms are easily accessible to customers and staff.

**2.2.14.3** Vending machine area.

**2.2.14.4** Pay telephone.

**2.2.14.5** Drinking fountain.

**2.2.14.6** Bulletin board.

**2.2.15** Administrative Office Area

- Administrative area is centrally located with visibility to main areas of facility such as tool room, machine shop, welding, paint, and bay areas.
- Space is available for file storage, data tracking, daily reports and operational planning and execution.

**2.2.16** Custodial

- Storage for cleaning materials include floor mounted mop sink, shelving and space for cleaning/maintenance equipment and supplies.

**2.2.17** Lighting

- Workspaces (personnel and customer) are well lit. Fluorescent lighting or color-corrective bulbs are generally the best from a cost and efficiency standpoint.

**2.2.18** Ventilation

- All enclosed spaces have adequate HVAC systems in place.
- Working bays are well-ventilated IAW base requirements.
- Working bays are in compliance with Industrial Hygiene Office established heating and cooling requirements.

**Percent Compliance With Indoor Areas Standards**

**Score Sheet  
Auto Skills  
Metric 2.2**

		<b>A</b>
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Core Areas</b>		
<b>2.2.1</b> Number of Auto Skills bays comply with NAVFAC P-80, Code 740-38 paragraph #4, Table 740-38A according to base size. Compute your compliance with the number of bays required for your size installation. Circle the appropriate number in column A.	100% >	6
	90 - 99%	5
	80 - 89%	4
	70 - 79%	3
	60 - 69%	2
	50 - 59%	1
	< 50%	0
<b>2.2.2</b> Central Storage		1
<b>2.2.3</b> Resale/Tool Issue/Control Area		1
<b>2.2.4</b> Machine Shop		1
<b>2.2.5</b> Welding Area		1
<b>2.2.6</b> Classroom/Customer Lounge		1
<b>2.2.7</b> Manager's Office		1
<b>2.2.8</b> Parking area for customers and staff		1
<b>2.2.9</b> Oil/Water separator system in compliance with state and local standards		1

**Auto Skills  
Program Standards and Metrics**

<b>2.2.10</b> Vehicle lifts according to base size. Compute your compliance with the number of lifts required for your size installation. Circle the appropriate number in column A.	100% >	6
	90 - 99%	5
	80 - 89%	4
	70 - 79%	3
	60 - 69%	2
	50 - 59%	1
	< 50%	0
<b>2.2.11</b> Secured parking/storage area for customer owned vehicles		1
<b>2.2.12</b> Classroom		1
<b>2.2.13</b> Storage areas with adequate shelving, bins and cabinets for storage of equipment/supplies		1
<b>2.2.14</b> Customer Lounge/Circulation Area		1
<b>2.2.14.1</b> Lockers		1
<b>2.2.14.2</b> Men's and women's restrooms are easily accessible to customers and staff		1
<b>2.2.14.3</b> Vending machine area		1
<b>2.2.14.4</b> Pay telephone		1
<b>2.2.14.5</b> Drinking fountain		1
<b>2.2.14.6</b> Bulletin board		1
<b>2.2.15</b> Administrative Office Area		1
<b>2.2.16</b> Custodial		1
<b>2.2.17</b> Lighting		1
<b>2.2.18</b> Ventilation		1

**Step 2** Add the circled numbers and enter total.

**Percent Compliance With Indoor Areas Standards**

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**Step 3**      Compute your percent compliance:

$$A \div 34 = \% \text{ Compliance}$$

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 this metric.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS PROGRAMMING

### METRIC 3.1

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### Percent Compliance With Core Program/Services Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the degree of compliance with prescribed programming standards for Auto Skills Centers.

---

**REFERENCES/  
SOURCES**

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

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**NOTES**

Many of the activities performed in an auto repair shop environment require a particular degree of skill, specialized training and documented certification. With a basic knowledge of the service performed and equipment being used, the customer may accomplish the greatest majority of the possible activities. However, certain equipment may be customer restricted or for supervised use only. Such restriction may be the result of the complexity, risk or availability of the equipment, thus requiring that only a trained and certified staff member be authorized to operate it. The Auto Skills Center will identify and categorize the levels of authorized use as follows: Restricted Operation - that which is prohibited from customer use, Staff Assisted - that which requires some staff assistance or supervision, and Qualified Operation - that which requires a customer to be certified as knowledgeable and capable of demonstrating the proper use of the equipment. (Note: a skills test and/or valid certification card is required.)

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**Standards**

The following programs and services are the core of every Auto Skills Center Program.

- 3.1.1** Brake repair
- 3.1.2** Minor engine tune-up
- 3.1.3** Major engine overhaul
- 3.1.4** Oil and lube services
- 3.1.5** Emissions/exhaust repair
- 3.1.6** Motorcycle repair
- 3.1.7** Engine diagnostic services
- 3.1.8** Tire repair
- 3.1.9** Technical library
- 3.1.10** Skill and knowledge classes e.g. Engine Tune-up, Emergency Repairs, Sound System Installation, etc.
  - Frequency: 2 per quarter

**Auto Skills**  
**Program Standards and Metrics**

---

**3.1.11** Special Events e.g. Car Shows, Trouble-Shooting Contest, Poker Road Rally, 4x4 Mud Drags, etc.

- Frequency: 1 per quarter

**Percent Compliance With Core Program/Services Standards**

---

**Score Sheet  
Auto Skills  
Metric 3.1**

		A
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Core Areas</b>		
<b>3.1.1</b>	Brake repair	1
<b>3.1.2</b>	Minor engine tune-up	1
<b>3.1.3</b>	Major engine overhaul	1
<b>3.1.4</b>	Oil and lube services	1
<b>3.1.5</b>	Emissions/exhaust repair	1
<b>3.1.6</b>	Motorcycle repair	1
<b>3.1.7</b>	Engine diagnostic services	1
<b>3.1.8</b>	Tire repair	1
<b>3.1.9</b>	Technical library	1
<b>3.1.10</b>	Skill and knowledge classes e.g. Engine Tune-up, Emergency Repairs, Sound System Installation, etc.	1
<b>3.1.11</b>	Special Events e.g. Car Shows, Trouble-Shooting Contest, Poker Road Rally, 4x4 Mud Drags, etc.	1

**Step 2**      Add the circled numbers and enter total.

--

**Step 3**      Compute your percent compliance:

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

--

Your % Compliance

**Auto Skills**  
**Program Standards and Metrics**

---

**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 this metric.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS PROGRAMMING

### METRIC 3.2

### Percent Compliance With Hours of Operation Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the degree to which the Auto Skills Center complies with prescribed operating hour standards.

---

**REFERENCES/  
SOURCES**

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

**NOTES**

Hours of operation for the Auto Skills Center will be established to meet customer demand. The hours should accommodate patrons who have irregular duty hours. The center should be sensitive to customer needs and balance those needs with operational requirements when scheduling the facility on holidays.

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**Standards**

**3.2.1** Facility is open a minimum of 45 hours per week.

**3.2.2** Hours of operation are established by documented, customer driven feedback.

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**Percent Compliance With Hours of Operation Standards**

---

**Score Sheet  
Auto Skills  
Metric 3.2**

		A
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
3.2.1	Facility is open a minimum of 45 hours per week	1
3.2.2	Hours of operation are established by documented customer driven feedback	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

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

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 this metric.

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## AUTO SKILLS PROGRAM STANDARDS AND METRICS EQUIPMENT

### METRIC 4.1

### Percent Compliance With Equipment Type Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the degree to which the Auto Skills Center has the correct types of patron and staff use equipment in the center inventory.

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**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - Auto Skills Center Guidebook
- 

**NOTES**

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## **Standards**

All equipment will be of high quality, with its primary purpose for use in industrial and commercial operations. Such features as lifetime warranties are highly desirable.

- 4.1.1**        Cash Register.
  
- 4.1.2**        Computer system with Auto Skills software package that provides service repair and diagnostic information to the customer via the Internet, CD-ROM and/or DVD.
  
- 4.1.3**        Multi-compartment safe with designated drawers for each employee authorized a change fund.
  
- 4.1.4**        Readily available training resources (i.e., video, electronic and hardbound publications) that assist customer with skill development and/or certification.
  
- 4.1.5**        TV/VCR (for use in training, orientation, skills classes, etc.).
  
- 4.1.6**        Common and specialty hand tools will be sufficient in number to meet patron demand.
  - Hand tools will be of high quality and designed for commercial and industrial use in an auto repair operation. Consistency in brand name is highly desired for inventory control, purchasing, replacement and meeting customer needs.
  
  - The following equipment is available in the numbers indicated according to base size (page 5):

**EQUIPMENT REQUIREMENTS - (GENERAL)**

	<b>Equipment</b>	<b>X-Small</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>X-Large</b>
<b>4.1.7</b>	Computerized Engine Analyzer	1	1	1	1	1
<b>4.1.8</b>	Disk/Drum Brake Lathe	1	1	1	1	2
<b>4.1.9</b>	Bearing Press	1	1	1	2	2
<b>4.1.10</b>	Water Soluble Engine Parts Washer Machine	1	1	1	2	2
<b>4.1.11</b>	Steam Cleaning Machine	1	1	1	1	1
<b>4.1.12</b>	Engine Stand	1	3	6	10	12
<b>4.1.13</b>	Portable Engine Hoist	1	1	1	2	3
<b>4.1.14</b>	Welding Machine	1	1	1	2	2
<b>4.1.15</b>	Battery Charger	2	2	2	3	3
<b>4.1.16</b>	Wheeled Floor Jack	2	4	6	8	12
<b>4.1.17</b>	Jack Stands	4 pr	8 pr	12 pr	16 pr	24 pr
<b>4.1.18</b>	Industrial Work Bench (1 per bay)	2	4	12	24	30
<b>4.1.19</b>	General Tool Set (Metric - 1 per bay)	2	4	12	24	30
<b>4.1.20</b>	General Tool Set (American standard - 1 per bay)	2	4	12	24	30
<b>4.1.21</b>	Wheel Balance Machine – Power	1	1	1	1	1
<b>4.1.22</b>	Motorcycle Lift	1	1	1	2	2
<b>4.1.23</b>	Motorcycle Tire Changer	1	1	1	1	1
<b>4.1.24</b>	Motorcycle Tire Balancer	1	1	1	1	1
<b>4.1.25</b>	Transmission Jacks (floor)	1	1	1	2	2
<b>4.1.26</b>	Transmission Jacks (high)	1	1	2	3	4

**Percent Compliance With Equipment Type Standards**

**EQUIPMENT REQUIREMENTS - (GENERAL) (cont.)**

Equipment	X-Small	Small	Medium	Large	X-Large
<b>4.1.27</b> Strut Compressor	1	1	1	2	2
<b>4.1.28</b> Drill Press (w/vise)	1	1	1	2	2
<b>4.1.29</b> Bench Vise	2	2	2	2	2
<b>4.1.30</b> Battery/Alternator Tester	1	1	1	1	1
<b>4.1.31</b> Oxy/Acetylene Torch Set	1	1	1	1	1
<b>4.1.32</b> Hydraulic Press and Accessories	1	1	1	1	1
<b>4.1.33</b> Screw Jacks	2	2	4	6	8
<b>4.1.34</b> Bench Grinder	1	1	1	2	2
<b>4.1.35</b> Industrial Shop Vacuums (HEPA)	1	1	1	2	2
<b>4.1.36</b> Vehicle Lifts	2	2	6	12	15
<b>4.1.37</b> Industrial Air Compressor	1	1	2	3	3
<b>4.1.38</b> Tire Changing Machine	1	1	2	2	2
<b>4.1.39</b> Gas Buggy	1	1	1	1	1
<b>4.1.40</b> Wheel Chocks	4	8	12	16	24

**NOTE:**

In view of the variety of equipment valued less than \$300.00 that is necessary to the operation of Auto Skills Centers, specific standards for these items are not provided. Such equipment should be provided in sufficient type, quality and quantity (considering the size of the Auto Skills Center Program required) to accommodate the Auto Skills and interests of customers.

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**Percent Compliance With Equipment Type Standards**

**Score Sheet  
Auto Skills  
Metric 4.1**

		<b>A</b>
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>4.1.1</b>	Cash register	1
<b>4.1.2</b>	Computer system with Auto Skills software package that provides service repair and diagnostic information to the customer via the Internet, CD-ROM and/or DVD.	1
<b>4.1.3</b>	Multi-compartment safe with designated drawers for each employee authorized a change fund.	1
<b>4.1.4</b>	Readily available training resources (i.e., video, electronic and hardbound publications) that assist customer with skill development and/or certification.	1
<b>4.1.5</b>	TV/VCR	1
<b>4.1.6</b>	Common and specialty hand tools will be sufficient in number to meet peak patron demand.	1
<b>4.1.7</b>	Computerized Engine Analyzer	1
<b>4.1.8</b>	Disk/Drum Brake Lathe	1
<b>4.1.9</b>	Bearing Press	1
<b>4.1.10</b>	Water Soluble Engine Parts Washer Machine	1
<b>4.1.11</b>	Steam Cleaning Machine	1
<b>4.1.12</b>	Engine Stand	1
<b>4.1.13</b>	Portable Engine Hoist	1
<b>4.1.14</b>	Welding Machine	1
<b>4.1.15</b>	Battery Charger	1
<b>4.1.16</b>	Wheeled Floor Jack	1
<b>4.1.17</b>	Jack Stands	1
<b>4.1.18</b>	Industrial Work Bench (1 per bay)	1
<b>4.1.19</b>	General Tool Set (Metric - 1 per bay)	1
<b>4.1.20</b>	General Tool Set (American standard - 1 per bay)	1

**Auto Skills  
Program Standards and Metrics**

4.1.21	Wheel Balance Machine – Power		1
4.1.22	Motorcycle Lift		1
4.1.23	Motorcycle Tire Changer		1
4.1.24	Motorcycle Tire Balancer		1
4.1.25	Transmission Jacks (floor)		1
4.1.26	Transmission Jacks (high)		1
4.1.27	Strut Compressor		1
4.1.28	Drill Press (w/vise)		1
4.1.29	Bench Vise		1
4.1.30	Battery/Alternator Tester		1
4.1.31	Oxy/Acetylene Torch Set		1
4.1.32	Hydraulic Press and Accessories		1
4.1.33	Screw Jacks		1
4.1.34	Bench Grinder		1
4.1.35	Industrial Shop Vacuums (HEPA)		1
4.1.36	Vehicle Lifts. Compute your compliance with the number of lifts required for your size installation. Circle the appropriate number in column A.	<b>% Compliance</b>	
		100% or more	6
		90-99%	5
		80-89%	4
		70-79%	3
		60-69%	2
		50-59%	1
50%	0		
4.1.37	Industrial Air Compressor		1
4.1.38	Tire Changing Machine		1
4.1.39	Gas Buggy		1
4.1.40	Wheel Chocks		1

**Step 2** Add the circled numbers and enter total.

--

## Percent Compliance With Equipment Type Standards

---

**Step 3** Compute your percent compliance:

$$A \div 45 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 4.1.

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

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---

## AUTO SKILLS PROGRAM STANDARDS AND METRICS EQUIPMENT

### METRIC 4.2

### Percent Equipment Replaced Due To Life-Cycle Requirements

---

**PURPOSE  
OF THIS  
METRIC**

To determine the percentage of equipment that is routinely replaced as the result of age/life-cycle requirements.

---

**REFERENCES/  
SOURCES**

- MWR IPT Program Support Group recommended business practice.
- 

**NOTES**

Quality, safe and up-to-date equipment is critical to the successful operation of the Auto Skills Center.

---

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**Standards**

**4.2.1** At least 20% of the total value of program equipment is replaced annually.

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**Percent Compliance With Equipment Replaced  
Due To Life-Cycle Requirements Standards**

---

**Score Sheet  
Auto Skills  
Metric 4.2**

**Step 1**      Compute your level of replacement per year.

A.    Total value of Auto Skills Center equipment on hand. \_\_\_\_\_

B.    Total APF and NAF expended for equipment replacement in the last year. \_\_\_\_\_

C.    Line B ÷ Line A x 100 = % replaced. \_\_\_\_\_

% Replaced	% Compliance	Score
> 20	100	10
18 - 19.9	90	9
16 - 17.9	80	8
14 - 15.9	70	7
12 - 13.9	60	6
10 - 11.9	50	5
8 - 9.9	40	4
6 - 7.9	30	3
4 - 5.9	20	2
2 - 3.9	10	1
< 2	0	0

**Step 2**      Find your % percent compliance (adjacent to the approximate % replaced) and enter it in the performance block for this metric.

**Step 3**      Find the corresponding “score” in enter it in the score block for this metric.

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---

## AUTO SKILLS 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  
Auto Skills  
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 fixed and minor property inventory. (See 4.2.) \_\_\_\_\_
- C. Total \_\_\_\_\_

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---

## AUTO SKILLS PROGRAM STANDARDS AND METRICS ADMINISTRATION

### METRIC 5.1

### Percent Compliance With Administrative Requirements Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the degree to which the Auto Skills Center program complies with administrative requirements not addressed in previous standards.

---

**REFERENCES/  
SOURCES**

- NPC MWR Managers' Desk Reference, Vols. 1-4
  - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - Auto Skills Center Guidebook
- 

**NOTES**

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**Standards**

- 5.1.1** Service providers wear required uniforms and nametags. The uniform and image presented is consistent with the program or base MWR department and Auto Skills Program.
- Nametags will not present a safety hazard to staff or equipment.
- 5.1.2** An Individual Development Plan (IDP) will be maintained for each employee. The IDP will include all mandatory training requirements and any potential training opportunities the employee endeavors to pursue if available. This plan should be reviewed and revised every six months.
- 5.1.3** Files with current training certifications, licenses and qualifications are maintained for all personnel and volunteers
- 5.1.4** Customer facility/program usage data maintained and kept on file.
- 5.1.5** A five-year plan is maintained and updated annually.
- 5.1.6** Customer needs and interests assessment to be completed at least annually.
- 5.1.7** Standard Operating Procedures (SOPs) are established in writing, reviewed and approved .
- 5.1.8** Auto Skills Center has visible, professionally made and attractive signage.
- Regardless of location, the facility is visible and easily identifiable to all customers. The quality of all advertising/ signage – both interior and exterior reflects the local programs’ image fused with that of the Navy-wide Auto Skills Program.

**5.1.9** Promotion and publicity methods utilize all available promotion/publicity outlets (e.g. Plan of the Day, TV/Radio, E-mail, MWR facilities, NEX, etc.)

**Percent Compliance With Administrative Requirements Standards**

**Score Sheet  
Auto Skills  
Metric 5.1**

		<b>A</b>
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Core Areas</b>		
<b>5.1.1</b>	Service providers wear required uniforms and nametags. The uniform and image presented is consistent with the program or base MWR department and Auto Skills Program.	1
<b>5.1.2</b>	An Individual Development Plan (IDP) will be maintained for each employee. The IDP will include all mandatory training requirements and any potential training opportunities the employee endeavors to pursue if available. This plan should be reviewed and revised every six months.	1
<b>5.1.3</b>	Files with current training certifications, licenses and qualifications are maintained for all personnel and volunteers	1
<b>5.1.4</b>	Customer facility/program usage data maintained and kept on file.	1
<b>5.1.5</b>	A five-year plan is maintained and updated annually.	1
<b>5.1.6</b>	Customer needs and interests assessment to be completed at least annually.	1
<b>5.1.7</b>	Standard Operating Procedures (SOPs) are established in writing, reviewed and approved	1
<b>5.1.8</b>	Auto Skills Center has visible, professionally made and attractive signage.	1
<b>5.1.9</b>	Promotion and publicity methods utilize all available promotion/publicity outlets (e.g. Plan of the Day, TV/Radio, E-mail, MWR facilities, NEX, etc.)	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 9 = \% \text{ Compliance}$$

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.

---

## AUTO SKILLS PROGRAM STANDARDS AND METRICS ADMINISTRATION

### METRIC 5.2

### Percent Compliance With Health And Safety Related Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the degree to which the Auto Skills Center program complies with health and safety related standards.

---

**REFERENCES/  
SOURCES**

- OPNAVINST 5100.23F, Navy Occupational Safety and Health (NAVOSH) Program Manual
  - OPNAVINST 5090.1B, Navy Environmental and Natural Resources Program Manual
- 

**NOTES**

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## **Standards**

**5.2.1** At a minimum, each program shall have a written safety plan outlining the following:

- General Shop Safety.
- Restricted, Staff-assisted, or certification required, machinery and equipment list.
- Training requirements for employees and patrons (see next section).
- Emergency procedures, including contact numbers and appropriate steps for notification and documentation.
- MSDS use and procedures.
- Spill Prevention and Control.

**5.2.2** A safety bulletin board shall be conspicuously located inside the facility where patrons and employees can easily read and review items required to be posted e.g., program fees and charges, base safety policy, reporting unsafe and unhealthful working conditions, Occupational Safety and Health Policy Statement Program, etc.

**5.2.3** Patrons will be provided with personal protective equipment (PPE) specified by the Occupational Safety and Health (OSH) Manager.

**5.2.4** All applicable equipment or tools are to be marked with the hearing and sight protection level required i.e. noise and vision stickers.

**5.2.5** Safety training for patrons, covering proper use of tools and equipment is provided and maintained on file.

**Auto Skills  
Program Standards and Metrics**

---

- 5.2.6** Documentation of all Federal, State, local and installation inspections are maintained on file.
  
- 5.2.7** Eyewash stations are sufficient in number and easily accessible to staff and patrons.
  
- 5.2.8** Flammable storage lockers are used for all flammable supplies and are IAW local base requirements.

**Percent Compliance With Health And Safety Related Standards**

**Score Sheet  
Auto Skills  
Metric 5.2**

		A
<b>Step 1</b>	Circle the number in column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Core Areas</b>		
<b>5.2.1</b>	At a minimum, each program shall have a written safety plan.	1
<b>5.2.2</b>	A safety bulletin board shall be conspicuously located inside the facility where patrons and employees can easily read and review items required to be posted e.g., program fees and charges, base safety policy, reporting unsafe and unhealthful working conditions, Occupational Safety and Health Policy Statement Program, etc.	1
<b>5.2.3</b>	Patrons will be provided with personal protective equipment (PPE) specified by the Occupational Safety and Health (OSH) Manager.	1
<b>5.2.4</b>	All applicable equipment or tools are to be marked with the hearing and sight protection level required i.e. noise and vision stickers.	1
<b>5.2.5</b>	Safety training for patrons, covering proper use of tools and equipment is provided and maintained on file.	1
<b>5.2.6</b>	Documentation of all Federal, State and local inspections are maintained on file.	1
<b>5.2.7</b>	Eyewash stations are sufficient in number and easily accessible to staff and patrons.	1
<b>5.2.8</b>	Flammable storage lockers are used for all flammable supplies and are IAW local base requirements.	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 8 = \% \text{ Compliance}$$

Your % Compliance

**Auto Skills**  
**Program Standards and Metrics**

---

**Step 4** Enter your percent compliance in the performance block for metric 5.2.

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

---

## **AUTO SKILLS PROGRAM 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.

<b>AVERAGE NUMBER OF PARTICIPANTS PER MONTH</b>	<b>YOU NEED TO GATHER DATA FROM AT LEAST:</b>
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:

<b>DOMAIN</b>	<b>ITEMS</b>
<b>Tangibles</b> (physical facilities, equip., and appearance)	#1, 10, 14, 16, & 20
<b>Reliability</b> (ability to perform the promised service accurately and dependably)	#2, 3, 4, 5, 6, 8, & 9
<b>Responsiveness</b> (willingness of the staff to help customers and provide prompt customer service)	# 7, 12, 21, 22, 23, & 24
<b>Assurance</b> (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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## AUTO SKILLS PROGRAM 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.

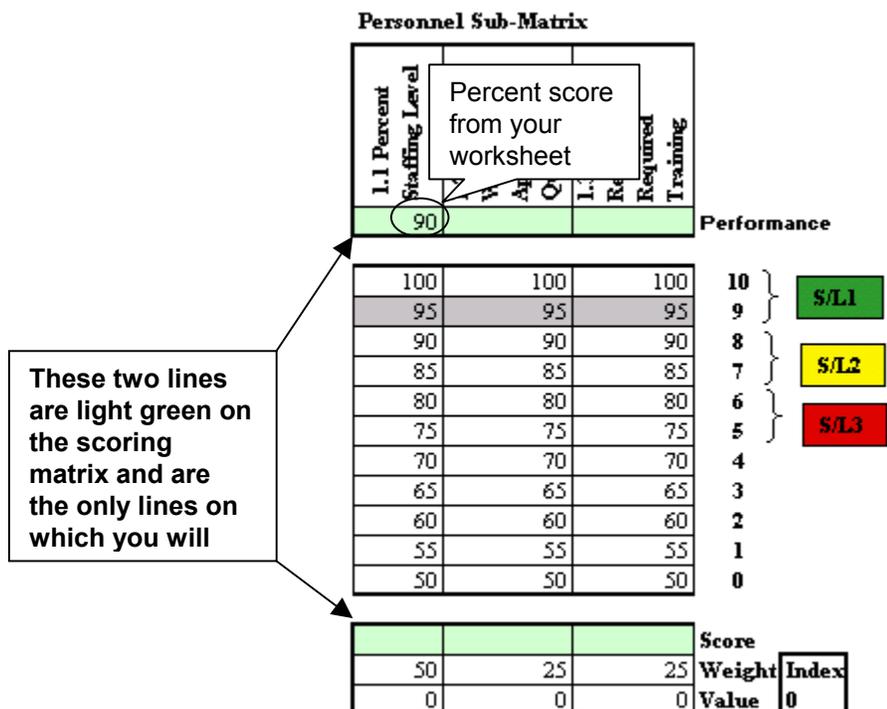
**PROCEDURES**  
**(cont.)**

**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			<b>Performance</b>
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
			<b>Score</b>
8			<b>Weight</b>
50	25	25	<b>Index</b>
400	0	0	<b>Value</b> 400

S/L1  
S/L2  
S/L3

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	<b>Performance</b>
1000	1000	1000	1000	100	10
900	900	900	900	90	9 } <span style="background-color: #4CAF50; color: white; padding: 2px;">S/L1</span>
800	800	800	800	80	8
700	700	700	700	70	7 } <span style="background-color: #FFEB3B; padding: 2px;">S/L2</span>
600	600	600	600	60	6
500	500	500	500	50	5 } <span style="background-color: #F44336; color: white; padding: 2px;">S/L3</span>
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	<b>Score Weight</b>
0	0	0	0	0	<b>Value</b>

**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	<b>Performance</b>
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	<b>Score</b>
30	20	30	15	5	<b>Weight</b>
210	120	240	120	45	<b>Value</b>

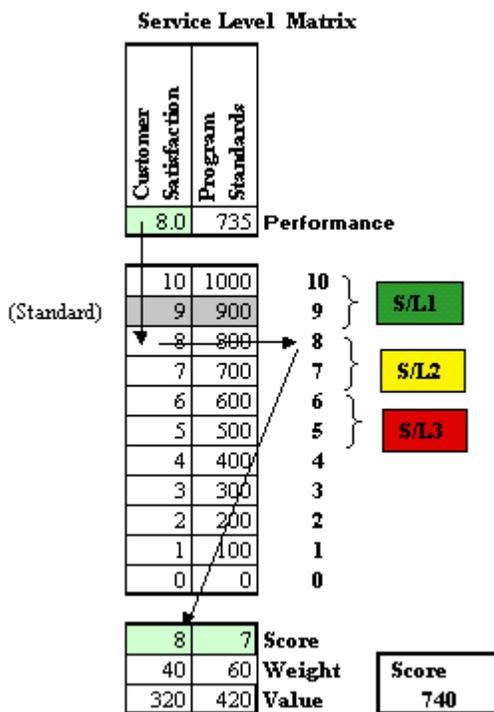
  

<b>Index</b>	735
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**PROCEDURES**  
(cont.)

**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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