

## E-MAIL ALSPO G/09

**Subj: SPO METRICS**

**Ref: (a) [E-Mail ALSPO L/08, SPO Metrics](#)  
(b) [E-Mail ALSPO E/08; SPO Timeliness Cube](#)**

---

**Introduction** This E-Mail ALSPO message announces changes to the SPO accuracy measurements, promulgated in reference (a), for the SPO Metrics data cube in Coast Guard Business Intelligence (CGBI).

---

**New measures** The SPO Metrics cube will be changed to reflect more challenging standards in the timeliness, exception cycles and accuracy measures effective 1 August 2009. The new measures will be as follows:

Measure	New (01 AUG 09)	Old (31 JUL 09)
<u>Days Old</u> – Represents an “average” days old of all documents submitted for the corresponding month.		
Green	Minimum to 5 days	Minimum to 15 days
Yellow	5.001 to 30 days	15.001 to 45 days
Red	30.001 to Maximum	45.001 to Maximum
<u>Exception Cycles</u> – Represents an “average” number of cycles (weeks) it takes to correct an error.		
Green	Minimum to 1.0	Minimum to 1.0
Yellow	1.0001 to 1.9999	1.0001 to 2.9999
Red	2 to Maximum	3.0 to Maximum
<u>Percent Accurate</u> – Represents a percentage of correct documents submitted based on total document count and total exception count. Percent Accurate does not include system errors or out of range errors. Percent Accurate is strictly user errors.		
Green	99 % and above	98 % and above
Yellow	97% to 98.9%	95% to 97.9%
Red	96.9% and below	94.9% and below

---

*Continued on next page*

## E-MAIL ALSPO G/09

Subj: SPO METRICS

---

**Discussion** Why are we changing these measures? Per reference (b), we have had the ability to track timeliness since 1 May 2008 and then accuracy was added on 6 November 2008. Implementation of more stringent measures of performance is needed to improve timeliness and accuracy of pay services.

As you can see from the data below, timeliness and the time it takes to correct errors continues to be a struggle. The goal is to achieve “green” in each measure across the board.

### Monthly Average

MEASURES as values		Document Count	Days Old	Exception Count	Exception Cycles	Percent Accurate
All SPOs	2009/MAY	66,777	17	470	1.4	99.3%
All SPOs	2009/APR	72,867	15	346	1.5	99.5%
All SPOs	2009/MAR	63,036	17	491	1.4	99.2%
All SPOs	2009/FEB	58,177	21	427	1.6	99.30%
All SPOs	2009/JAN	71,010	24	444	1.6	99.40%
All SPOs	2008/DEC	67,238	16	355	1.1	99.50%

### Six Month Average

MEASURES as values		Document Count	Days Old	Exception Count	Exception Cycles	Percent Accurate
All SPOs	2009/MAY	399,105	18	2,533	1.5	99.40%

---

**Objective** The objective of the SPO Metrics cube is to facilitate significant progress in improving the quality of military pay services. While the SPO and PPC have a major role and responsibility in the timely and accurate delivery of pay services, it is also driven by three key elements:

1. command attention,
2. individual responsibility, and
3. clear communication channels and visibility of information.

---

*Continued on next page*

## E-MAIL ALSPO G/09

**Subj: SPO METRICS**

---

**Objective** All yeoman and individual commands must ensure our CG members understand their pay entitlements and promptly report any changes in their pay status. Untimely processing often results in placing the member in an over/under paid status and can have a detrimental impact on their morale. Continued focus on timeliness and accuracy needs our utmost attention because it is the right thing to do.

PPC is committed to continued teamwork and communications with the SPOs in effort to continue providing accurate and timely pay to our CG members. We are also committed to improvement of our policies, processes and procedures at every level.

---

**Future plans** Announce the SPO Metrics Cube to the field via ALCOAST in August 2009.

---

**Questions** Questions regarding the content of this e-mail ALSPO message may be directed to PPC Customer Care at:

 (866) 772-8724/(785) 339-2200  
 <http://cgweb.ppc.uscg.mil/ccb/> (Online Trouble Ticket)  
 [PPC-DG-CustomerCare@uscg.mil](mailto:PPC-DG-CustomerCare@uscg.mil) (E-Mail)

---

**Released by** Internet release authorized.

/s/  
J. D. PHILLIPS, CAPT, USCG  
Commanding Officer

---

Encl: (1) - SPO Metrics Quick Reference Tool

## SPO METRICS – QUICK REFERENCE SHEET

---

Measures as values columns:

- ❖ SPOs – Represents all SPOs (currently 104). To view all SPOs click on display options button at bottom and select “all” under rows and columns. Academy and TRACEN Cape May could not be separated so they are reflected together. We are working on changing PATFORSWA, which is currently reflected under ISC Portsmouth.
- ❖ Months – Represents 6 months of data submitted. Cube is updated daily so the first and last month represented may not be full months.
- ❖ Document Count – Represents how many documents the particular SPO submitted in the corresponding month.
- ❖ Days Old – Represents an “average” days old of all documents submitted for the corresponding month.

### New Effective 8/1/2009

Documents submitted Minimum to 5 days = Green

Documents submitted 5.001 to 30 days = Yellow

Documents submitted 30.001 to Maximum = Red

### Old Until 7/31/2009

Documents submitted Minimum to 15 days = Green

Documents submitted 15.001 to 45 days = Yellow

Documents submitted 45.001 to Maximum = Red

- ❖ Exception Count – Represents number of errors by SPO for month listed (reminder that if it's the first or last month represented in the cube it may not be a full month).

Exception Cycles – Represents an “average” number of cycles (weeks) it takes to correct an error. Color coding for Exception Cycles as follows:

### New Effective 8/1/2009

Minimum to 1.0 = green

1.0001 to 1.9999 = yellow

2 to Maximum = red

### Old until 7/31/2009

Minimum to 1.0 = green

1.0001 to 2.9999 = yellow

3.0 to Maximum = red

---

*Continued on next page*

## SPO METRICS – QUICK REFERENCE SHEET

---

- ❖ Percent Accurate – Represents a percentage of correct documents submitted based on total document count and total exception count. Percent Accurate does not include system errors or out of range errors. Percent Accurate is strictly user errors.

### New Effective 8/1/2009

99 % and above = green

97% to 98.9% = yellow

96.9% and below = red

### Old until 7/31/2009

98 % and above = green

95% to 97.9% = yellow

94.9% and below = red

- ❖ All SPOs – Represents tally for all Coast Guard SPOs.
-