

**ORDER**

**U.S. DEPARTMENT OF TRANSPORTATION**  
FEDERAL AVIATION ADMINISTRATION  
SOUTHWEST REGION

SW 6040.17

5/8/98

**SUBJ: FACILITY PERFORMANCE IMPROVEMENT PROGRAM**

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**1. PURPOSE.** This order defines the Southwest Region's Facility Performance Improvement Program. It provides guidelines for determining which facilities require Facility Performance Improvement Plans (FPIP), defines the processes by which FPIP's are developed, implemented, closed out, and tracked, and provides a standard format for writing FPIP's.

**2. DISTRIBUTION.** This order is distributed to section level in the Airway Facilities Division and to all Airway Facilities field offices.

**3. FACILITIES REQUIRING FACILITY PERFORMANCE IMPROVEMENT PLANS.**

**a. Nationally Identified Poor Performers.** All facilities identified as national poor performers require an FPIP. The national poor performer list is currently published quarterly by the Performance Management Division, AOP-200. When this list is received by the Operations Branch, ASW-470, it will be forwarded immediately to all system management offices (SMO).

**b. Southwest Region Special Emphasis Facilities.** All facilities identified as regional special emphasis facilities require an FPIP. The special emphasis facility list will be published quarterly by ASW-470, and will include the specific criteria used to generate it. These criteria may vary each quarter, but must conform to the following guidelines:

- (1) Emphasize recent performance (last 3 to 6 months) over long term performance.
- (2) Compare facility performance with that of like facility or equipment types.
- (3) Facilities that have been repaired will be excluded.
- (4) Facilities that are newly commissioned or scheduled for imminent decommissioning will be excluded.

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Distribution: A-X(AF)-4; A-FAF-0 (LTD)

Initiated By: ASW-471

(5) Facilities that have an existing FPIP open for similar performance deficiencies will be excluded.

(6) Facilities that have been determined to be operating at their maximum level of performance (see paragraph 4c(2)) will be excluded.

**c. Other Facilities.** Other facilities may be designated as requiring an FPIP by the Manager, Airway Facilities Division, ASW-400; the Manager, Operations Branch, ASW-470; or the SMO Manager.

**d. Exceptions.** If a facility is designated as both a national poor performer and a regional special emphasis facility based on the same performance data, a single FPIP will fulfill both requirements.

#### **4. FACILITY PERFORMANCE IMPROVEMENT PLANS.**

##### **a. Developing FPIP's:**

(1) Once a facility has been identified as requiring an FPIP, the responsible SMO shall conduct an investigation to determine the nature of the problems or deficiencies causing the system's substandard performance. If the SMO has insufficient expertise to conduct this investigation, assistance may be requested from ASW-470. The only purpose of this assistance will be to provide technical expertise; responsibility for developing the FPIP still resides with the SMO.

(2) The SMO shall prepare an FPIP in the format contained in Appendix 1. The FPIP shall contain relevant performance data, an analysis of the data, a history of corrective action attempted, findings of the investigation, and corrective actions required. Each corrective action should be as explicit as possible, should state which problem or deficiency the action is intended to correct, and should have an estimated completion date. The FPIP shall also include criteria to determine closure. These criteria will typically require the facility to perform at a certain level for a specific period of time. (Example: This FPIP shall be considered successful and closed if the XYZ LOC has no antenna related outages for three consecutive months following the completion of all corrective actions.) The SMO shall submit the initial FPIP to ASW-470 within 15 working days of the notification that an FPIP is required. FPIP's may be submitted in either hard copy or electronic format.

(3) It may occasionally occur that a facility is repaired prior to being designated as requiring an FPIP. In this case, a SMO investigation of the facility is not required, and the FPIP need not require any corrective actions. The FPIP shall contain all other information specified in paragraph 4a(2) above, including criteria for closing the FPIP.

(4) Each initial FPIP will be reviewed by ASW-470 within 15 working days of receipt from the SMO. The reviewing engineer will evaluate the adequacy and appropriateness of corrective actions and FPIP closing criteria. If discrepancies are identified, the engineer will recommend appropriate changes to the SMO. Discrepancies must be resolved to the satisfaction of both the SMO and ASW-470. Once the discrepancies (if any) are resolved, the SMO shall submit a final FPIP to ASW-470 for tracking purposes. (Note: The review process should not delay the start of corrective action by the SMO unless the action being considered would require excessive resources.)

**b. Implementing FPIP's.** Responsibility for implementing an FPIP resides with the SMO Manager, but may be delegated as appropriate. When corrective action requires support from organizations outside the SMO, ASW-470 assistance in coordinating this support may be requested. In such cases, the SMO retains responsibility for ensuring that support is received in a timely and adequate manner.

**c. Closing FPIP's.**

(1) When a facility has successfully met the closing criteria in the FPIP, the SMO shall notify ASW-470 of this fact. The reviewing engineer will confirm that the criteria have been met and that facility performance has improved to an acceptable level. The engineer will then close the FPIP in the ASW-470 tracking system.

(2) If the corrective actions in the FPIP have not raised facility performance to an acceptable level, the SMO shall request ASW-470 assistance to resolve the problem. A modified FPIP shall be jointly developed and implemented by the SMO and ASW-470. This process will continue until facility performance is raised to an acceptable level, at which point the FPIP may be closed, or until the SMO and ASW-470 agree that no further improvements can be made by reasonable means. In this case, the FPIP may be closed with the approval of both the SMO manager and the ASW-400 division manager.

**d. Tracking/Reporting FPIP Status.** ASW-470 will track all FPIP's, and publish a quarterly report on FPIP status. Data tracked shall include date of SMO notification, date of final FPIP, corrective actions required, completion criteria, estimated closing date, final closing date, and ASW-470 reviewing engineer.



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**APPENDIX 1. FACILITY PERFORMANCE IMPROVEMENT PLAN FORMAT**

1. The following is the format to be used for FPIP's

**FACILITY:** (Ident and facility type)

**LOCATION:** (City, State)

**FPIP TYPE:** (Initial, Final, or Modified)

**DATE:** (Date submitted)

**FACILITY HISTORY:**

(Chronological history of all relevant performance data and corrective actions attempted, including date, interruption code (if applicable), duration (if applicable), and cause/corrective action. Should be in tabular format.)

**ANALYSIS:**

(Analysis of facility history.)

**INVESTIGATION RESULTS:**

(Findings of the SMO investigation of the facility.)

**CORRECTIVE ACTIONS REQUIRED:**

(List of corrective actions required.)

**FPIP CLOSING CRITERIA:**

(Statement of the criteria for determining when the FPIP can be closed.)

(Signature of SMO manager or designee.)