

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

**1800.2G**

**10/3/96**

**SUBJ: EVALUATIONS, APPRAISALS, AND STAFF STUDIES**

1. **PURPOSE.** This order prescribes policy, assigns responsibilities, and provides requirements regarding the evaluation, appraisal, and study of agency programs and activities.

2. **DISTRIBUTION.** This order is distributed to division levels in the Washington headquarters, regions, and centers with a limited distribution to all field offices and facilities.

3. **CANCELLATION.** This order cancels the following:

- a. Order 1800.2F, Evaluation and Appraisal of Agency Programs, dated November 8, 1991.
- b. Order 1800.7B, Staff Studies, dated October 29, 1985.

4. **BACKGROUND.** On April 2, 1995, the responsibility for establishing the policy and procedures for evaluations, appraisals, and staff studies was transferred to the newly created Office of Business Information and Consultation (ABC).

5. **EXPLANATION OF CHANGES.** This revision:

- a. Addresses the conduct of staff studies which was formerly contained in Order 1800.7B, Staff Studies, including responsibilities and designation of a focal point.
- b. Deletes the formal annual reporting requirements for evaluation schedules and accomplishments and establishes new procedures for collecting, maintaining, and sharing this information throughout the agency.
- c. Reflects the supportive and consultative roles of the Office of Business Information and Consultation regarding agencywide evaluations, appraisals, and studies.

6. **DEFINITIONS.**

- a. An evaluation usually refers to an assessment, through objective measurement and systematic analysis, of the manner and extent to which agency programs and activities achieve intended objectives, manage resources, or comply with regulatory or legislative requirements.
- b. An appraisal usually refers to an assessment of management and organizational issues often crossing organizational or programmatic lines.
- c. A staff study usually refers to the gathering and reporting of specific information for management decisions.

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7. **POLICIES.** All agency organizations should manage programs, activities, and resources effectively, efficiently, and in accordance with regulatory and legislative requirements. Review processes, such as evaluations, appraisals, and studies, can be the basis for continuous performance, effectiveness, and efficiency improvements. Additionally, the Government Performance and Results Act of 1993 places increased emphasis on program evaluations for use in establishing or revising an agency's goals and objectives and measuring an agency's performance against them.

**8. RESPONSIBILITIES.**

a. The Associate Administrator for Administration (AAD- 1) serves as the principal agency advisor to the Administrator on policies governing the evaluation, appraisal, or study of programs and activities agencywide.

b. The Office of Business Information and Consultation:

(1) Develops and issues policy and guidance for conducting agencywide evaluations, appraisals, and studies.

(2) Provides coordination as required to ensure the effective overall agency operation of these review efforts.

(3) Acts as a consultant to FAA organizations considering or conducting evaluations, appraisals, or studies.

(4) Participates in evaluations, appraisals, and studies as required.

(5) Conducts independent evaluations, appraisals, and studies as requested.

(6) Serves as the agency's training resource for these review efforts.

(7) Maintains a data base containing information on agencywide evaluations, appraisals, and studies; tools used in conducting such efforts; and benchmarking. The data base will facilitate the exchange of information among evaluators throughout FAA.

(8) Requests evaluation, appraisal, or study data periodically from organizations for inclusion in the ABC data base as referenced in paragraph 8b(7).

(9) Assesses customer needs continuously.

c. Assistant Administrators, Associate Administrators, and Heads of Offices, Services, Regions, and Centers:

(1) Ensure that a system for planning, conducting, and following up on evaluations, appraisals, and studies exists within their areas of responsibility.

(2) Plan and conduct evaluations, appraisals, and studies as needed; for example, to establish linkages between programs and their intended outcomes in accordance with the Government Performance and Results Act; to assess the overall effective achievement of program objectives, the efficient use of agency resources, and the level of customer satisfaction; and to determine compliance with laws, regulations, and other statutory requirements.

(3) Designate focal points for these review processes (evaluations, appraisals, and studies) in writing and provide the names, telephone numbers, and routing symbols of these officers to the Office of Business Information and Consultation.

d. Each focal point will serve as a liaison between ABC and the focal point's organization. As such, the focal point will provide for overall planning, guidance, and coordination of evaluation, appraisal, and study efforts within his or her organization.

9. **PROCEDURES.** Guidance for planning and performing evaluations, appraisals, and studies is contained in **the** Evaluation, Appraisal, and Staff Study Guide. Copies are available from ABC-200 and are provided to attendees of the training sessions conducted by the agency.

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Administrator