

FAA

AVS-60, Organization Designation Authorization Office

Scorecard Assessment Example

Completed by the ODA Holder

This document is an example of the online assessment of the ODA Scorecard that will be completed by the ODA holder. This example is a way for the ODA holder to collect the information from contributors prior to submitting the official online form. As a reminder, the online form will be sent to the ODA holder as a unique link and is how the official submission will be captured. Please **do not submit this form** to the Organization Management Team, this is only a tool to assist in the collection of data.

Point of Contact: 9-AVS-ODA-Scorecard@faa.gov

**2024 ODA Holder Scorecard**

FAA Performance

Qualitative assessment of the FAA by the ODA holder. Please rate the FAA based on the categories below for the annual performance period.

Performance Ratings are based on a 5-point scale, with 1 being the least acceptable in meeting expectations, and 5 being the most acceptable. General guidance for the rating scale is as follows:

1 = **Consistently Not Meeting:** Performance consistently does not meet expectations. No positive trends exist, and significant improvement is needed.

2 = **Not Meeting**: Performance is not meeting expectations. Some positive trends exist however, some improvement is needed.

3 = **Meets but needs Improvement:** Performance is meeting expectations. Some negative trends exist, and some improvement is needed.

4 = **Meets with some Negative Events:** Performance is meeting expectations. Some negative events may exist however, no improvement is needed.

5 = **Consistently Meets:**Performance consistently meets expectations. No negative trends exist, and no improvement is needed.

Best Practice. Comments should be included to help identify the primary contributing factors to the selected ratings. If you select anything other than *5 - Consistently Meets* in any category, please provide comment in line with the question.

**\*** = Mandatory Answer

**\* Please enter you email address**

Email Address:

**\* Please enter the name of the ODA Company**

Company Name:

**\* ODA – Type**Select all the apply.

[ ]  STC

[ ]  TC

[ ]  TC – Major Programs

**\* Continuous Improvement**

**Expectations**

* The FAA is working on continuous improvement (e.g., clearer guidance, quicker turnaround times, more consistency).
* The FAA provides timely feedback for proposed corrective actions.

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| --- | --- | --- | --- | --- | --- |
|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Issue Resolution**

**Expectations**

* The FAA works with the ODA holder on the resolution of issues in good faith and are willing to listen to alternative approaches and work toward mutually acceptable solutions within regulations and policy.

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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Decision Making**

**Expectations**

* The FAA is responsive.
* The OMT is responsive.
* The OMT responses are generally consistent despite changes in OMT members (this excludes inconsistencies driven by policy changes).
* The OMT responses are clear and, if not, the OMT is willing to provide additional clarity.
* The OMT uses data to support conclusions.

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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Communication & Guidance**

**Expectations**

* The FAA exhibits good communication, professionalism, and responsiveness to Company and ODA needs and queries.
* The FAA readily provides constructive guidance to UMs when requested by the holder.
* The OMT is willing to get policy guidance from the procedural and technical policy offices when necessary.

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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Project Involvement**

**Expectations**

* The OMT’s reasons for retention are provided and clear.
* The OMT uses direct involvement in the critical path only when necessary.
* The OMT has granted the maximum authority possible to the ODA and utilizes that authority to the maximum extent possible (notwithstanding performance issues).

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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Project Management**

**Expectations**

* The FAA routinely meets its commitments.
* When FAA resource constraints significantly affect the schedule, the OMT updates the ODA holder to minimize impact to the project.
* The FAA works with the ODA holder to improve its ability to achieve first-pass quality.
* The FAA promptly brings identified shortfalls to the attention of the ODA holder and monitors the resolution accordingly.

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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Resources**

**Expectations**

* The FAA Management understands and appreciates the role of the OMT.

|  |  |  |  |  |  |
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|  | Consistently Not Meeting | Not Meeting | Meets but needs Improvement | Meets with some Negative Events | Consistently Meets |
| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**Additional FAA Performance Notes**

Additional notes on the assessment by the ODA holder of the FAA’s performance over the Reporting Period.

[[COMMENTS]]