

FAA

AVS-60, Organization Designation Authorization Office

Scorecard Assessment Example

Completed by the Organization Management Team (OMT)

This document is an example of the online assessment of the Organization Designation Authorization (ODA) Scorecard that will be completed by the Organization Management Team (OMT). This example is a way for the OMT to collect information from contributors prior to submitting the official online form. As a reminder, the online form will be sent to the OMT Lead as a unique link and is how the official submission will be captured. Please **do not submit this form** to the ODA AVS-60 team, this is only a tool to assist in the collection of data.

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

**2024 ODA Scorecard (Organization Management Team)**

ODA Performance

Qualitative assessment of the ODA holder by the FAA. Please rate the ODA holder 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**

* There is a commitment to continuous improvement.
* The ODA holder’s self-audits are robust and successful.
* The ODA holder finds more significant issues than the FAA (should assess the quality of the findings, not just the quantity).
* There is a good root cause analysis and corrective action procedure.
* Re-audits typically show that corrective actions were effective.
* The ODA holder meets its commitments for providing timely and acceptable corrective actions.
* The organization finds and fixes issues without requiring FAA intervention.

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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 ODA holder follows the appropriate issues resolution process and works issues at the lowest appropriate level before elevating.
* The ODA holder brings significant issues to the attention of the FAA and allows sufficient time to collaborate on solutions.
* The ODA holder addresses issues brought forth by the FAA in a timely manner.

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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 ODA holder is responsive.
* The company supports the ODA unit’s decisions.
* Responses to FAA questions are clear and, if not, the ODA holder is willing to provide additional clarity.
* The ODA holder 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 ODA holder exhibits good communication, professionalism, and responsiveness to OMT needs and queries.
* The ODA holder and unit strive to resolve matters internally before asking the FAA for guidance.
* The ODA holder accepts constructive guidance.

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| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Project Involvement**

**Expectations**

* The ODA holder understands and utilizes its granted authority to the maximum extent possible.
* The ODA holder takes on appropriate delegations that enable the FAA to be less involved in low‑risk certification activities.
* The ODA holder strives to understand the OMT’s reasons for retention and, when applicable, works to address the issue that is causing it.

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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 ODA holder routinely meets its commitments.
* Proposed schedules are reasonable, and when the schedules change significantly, the ODA holder updates the FAA to ensure their resources will still be available.
* The ODA holder does not rely on the FAA to be its quality checker.
* The ODA holder is proactive instead of waiting for the FAA to identify shortfalls.
* The ODA holder addresses project related issues when appropriate.

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| Rating |[ ] [ ] [ ] [ ] [ ]

Please list reasons for the selected rating

[[COMMENTS]]

**\* Resources**

**Expectations**

* The ODA holder has sufficient resources.
* The ODA holder maintains a full complement of capable unit members.
* The ODA holder is supportive of the ODA unit’s role and its UMs.
* The ODA holder does not interfere with the ODA unit’s ability to perform its functions.
* The ODA holder does not interfere with the ODA administrator’s ability to manage the ODA.

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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 Company Performance Notes**

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

[[COMMENTS]]