



**Departamento
de Controle do Espaço Aéreo**
Department of Airspace Control



ATM047 Course- ATM Performance Indicators



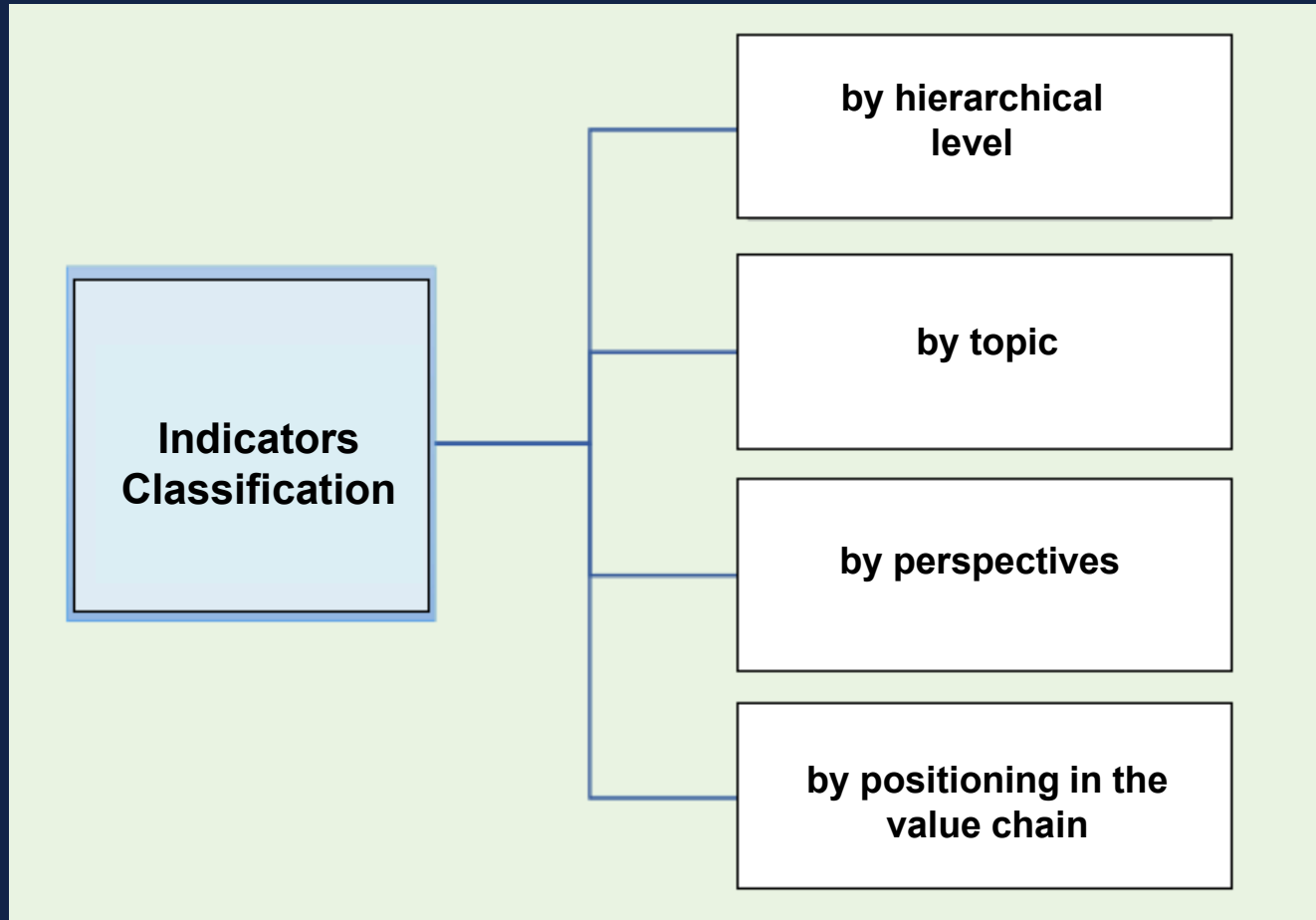
ATM047 COURSE – ATM PERFORMANCE INDICATORS

Unit 1.1 – INDICATORS

Subunit 1.1.2 – INDICATORS CLASSIFICATION

October – 2024

Indicators Classification



Indicators Classification

Classification by hierarchical level

Classification by hierarchical level

- Strategic
- Management
- Operational

Classification by hierarchical level

- Strategic

- linked directly to strategic planning, such as the mission, purpose, and vision set for the organization
- usually in the medium or long term

Classification by hierarchical level

- Management

- Metrics are flagged to determine whether the actions outlined by each area are contributing to the achievement of broader goals
- managerial and medium-term goals

Classification by hierarchical level

- Operational
 - linked to operational processes
 - short term

Classification by hierarchical level

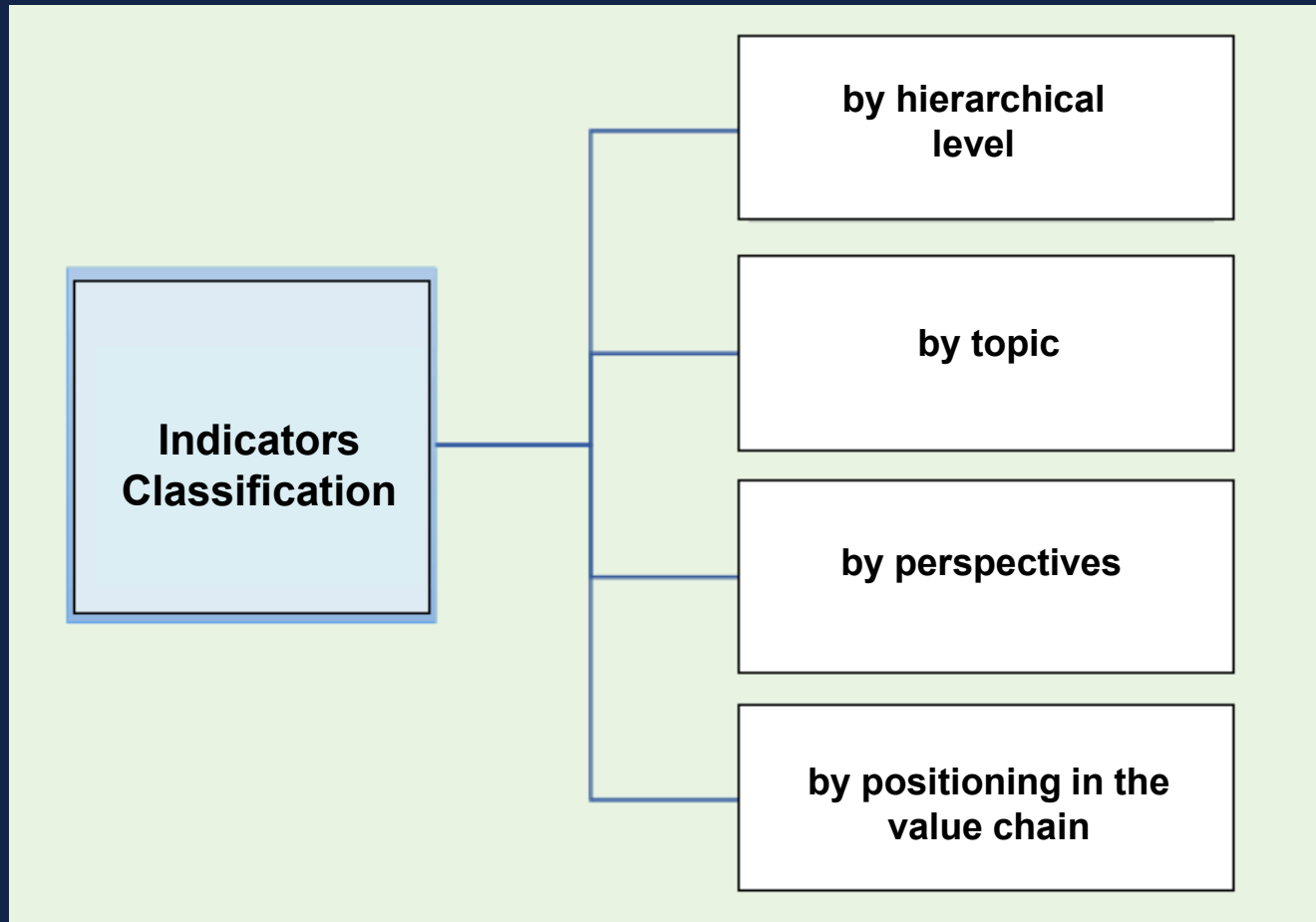
- Strategic
 - directly linked to strategic planning
 - Medium or long term
- Management
 - Verify whether actions in each area contribute to the achievement of objectives
 - managerial and medium-term goals
- Operational
 - linked to operational processes
 - short term

Classification by hierarchical level

- Strategic
 - directly linked to strategic planning
 - Medium or long term
- Management
 - verify if the actions in each area contribute to the achievement of the objectives
 - managerial and medium-term goals
- Operational
 - linked to operational processes
 - short term

Can we associate ATM indicators to each of these levels?

Indicators Classification



Indicators Classification

Classification by Topic

Classification by topic

The division by topic is used to ensure the balance of institutional performance between the defined topics.

Classification by topic

Indicators can be of various topics, such as the following:

- quality;
- cost;
- efficiency;
- environment; or
- safety.

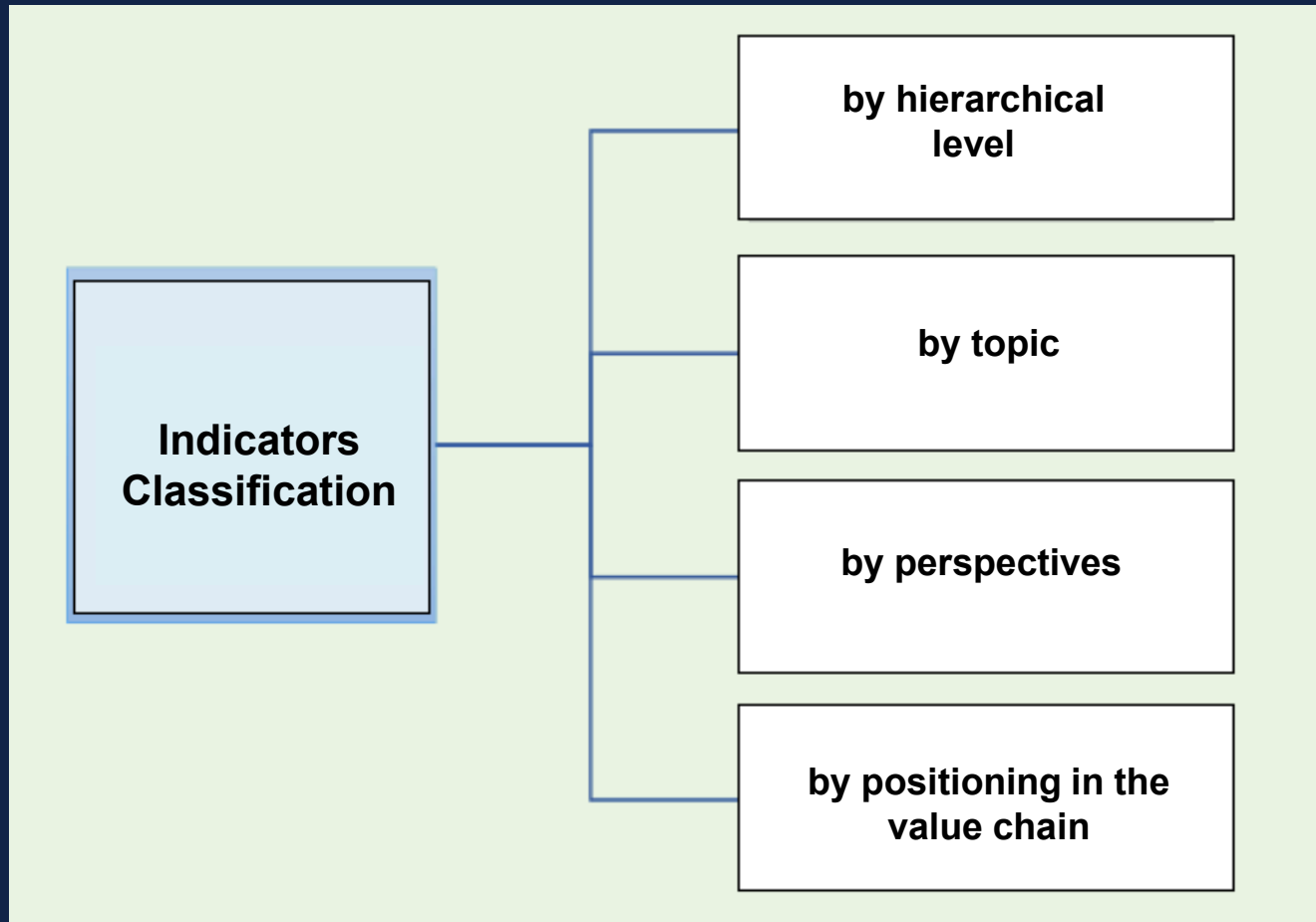
Classification by topic

Indicators can be of various topics, such as the following:

- quality;
- cost;
- efficiency;
- environment; or
- safety.

**How to relate
with ATM?**

Indicators Classification



Indicators Classification

Classification by perspectives



Classification by perspectives

Dividing the measurement system into perspectives is necessary to highlight priority areas and ensure balance between them.

Classification by perspectives

Indicators can be distinguished according to the perspectives of ATM community members.

Classification by perspectives

We could, for example, highlight the perspective of:

- air navigation service providers;
- regulatory agencies;
- airlines;
- airports;
- passengers, etc.

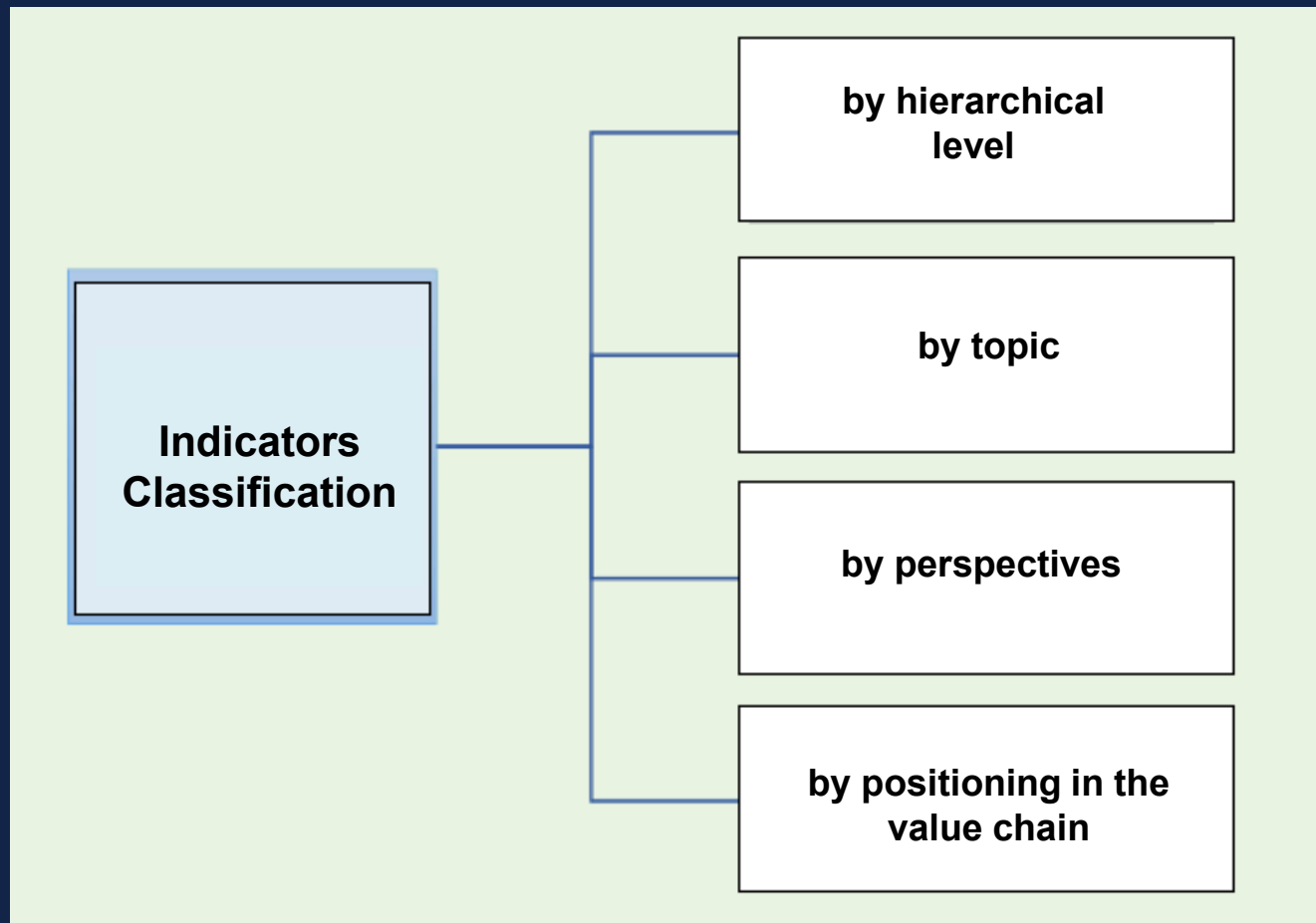
Classification by perspectives

We could, for example, highlight the perspective of:

- air navigation service providers;
- regulatory agencies;
- airlines;
- airports;
- passengers, etc.

What indicators could we relate to these perspectives?

Indicators Classification



Indicators Classification

Ranking by Positioning in the value chain

Ranking by Positioning in the value chain

A very useful classification of management indicators refers to its position in the value chain position.

Ranking by Positioning in the value chain

As a direct result of this classification, the indicators can also be divided into:

- effort indicators; or
- result indicators.

Ranking by Positioning in the value chain

If an objective was measured with indicators of result and effort, if the expected results have been obtained, it is possible to conclude whether they were achieved as a result of the management practices used.

Ranking by Positioning in the value chain

A measurement system that only has effort indicators reflects a lack of objectivity, with greater concern for the means than for the results.

Ranking by Positioning in the value chain

A measurement system that only has performance indicators reflects a lack of connection between strategy, means and results.

Ranking by Positioning in the value chain

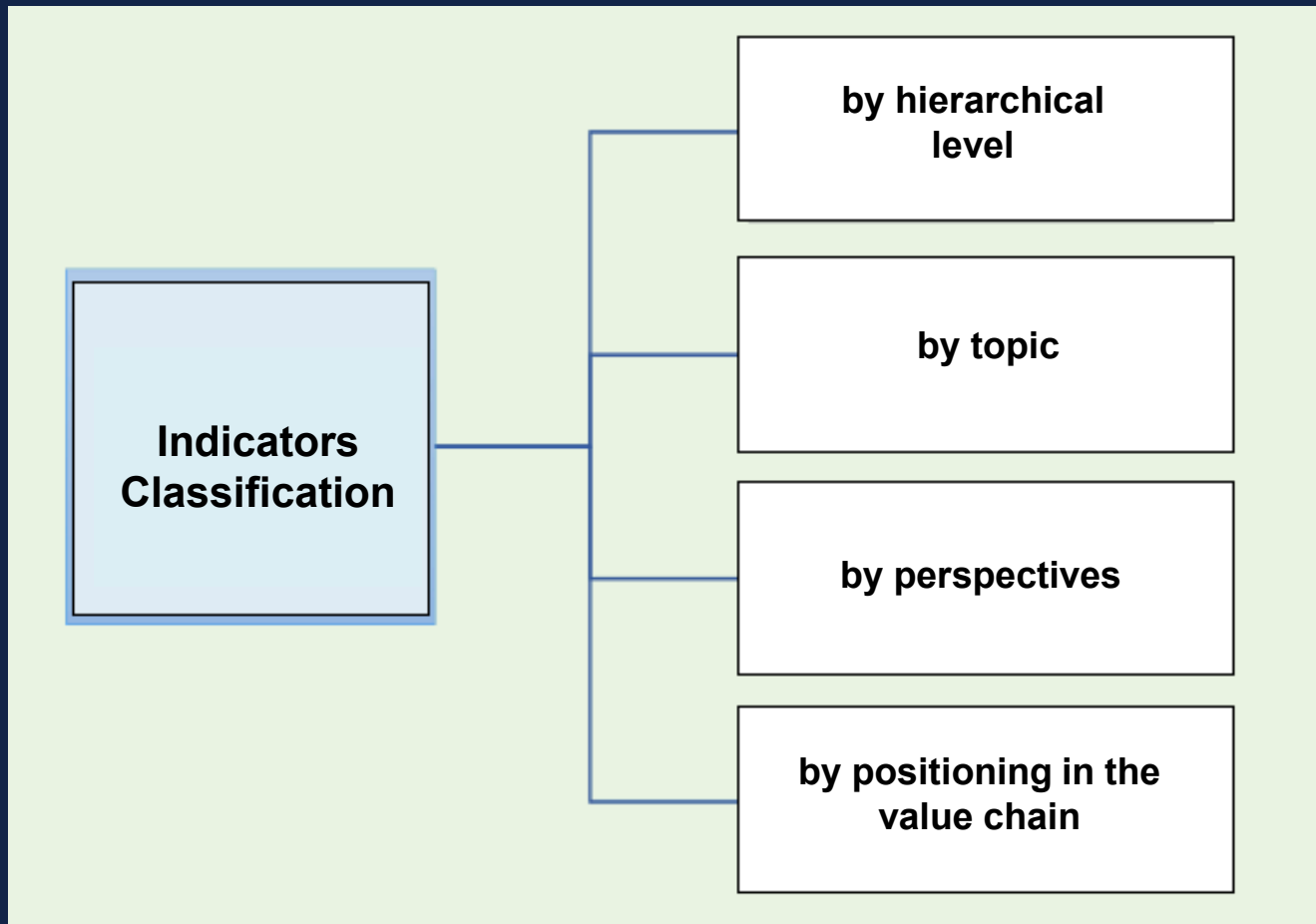
| EFFORT INDICATORS | RESULT INDICATORS |
|---|--|
| <p>Measure the cause before the effect occurs</p> | <p>Measure the effect after a certain time</p> |
| <p>They serve to verify whether the plans linked to the critical success factors are being fulfilled</p> | <p>They serve to verify whether the objectives are being achieved</p> |
| <p>Appropriate for measuring action plans, projects and initiatives</p> | <p>Appropriate for measuring the achievement of objectives</p> |

Ranking by Positioning in the value chain

| EFFORT INDICATORS | RESULT INDICATORS |
|--|---|
| Measure the cause before the effect occurs | Measure the effect after a certain time |
| They serve to verify whether the plans linked to the critical success factors are being fulfilled | They serve to verify whether the objectives are being achieved |
| Appropriate for measuring action plans, projects and initiatives | Appropriate for measuring the achievement of objectives |

**How to relate
with ATM?**

Indicators Classification



Muito obrigado!
Thank you!



ATM047 COURSE – ATM PERFORMANCE INDICATORS

Unit 1.1 – INDICATORS

Subunit 1.1.2 – INDICATORS CLASSIFICATION



**Departamento
de Controle do Espaço Aéreo**
Department of Airspace Control



FORÇA AÉREA BRASILEIRA
Asas que protegem o País

