



**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 1.1.3 – INDICATORS CHARACTERISTICS

October – 2024

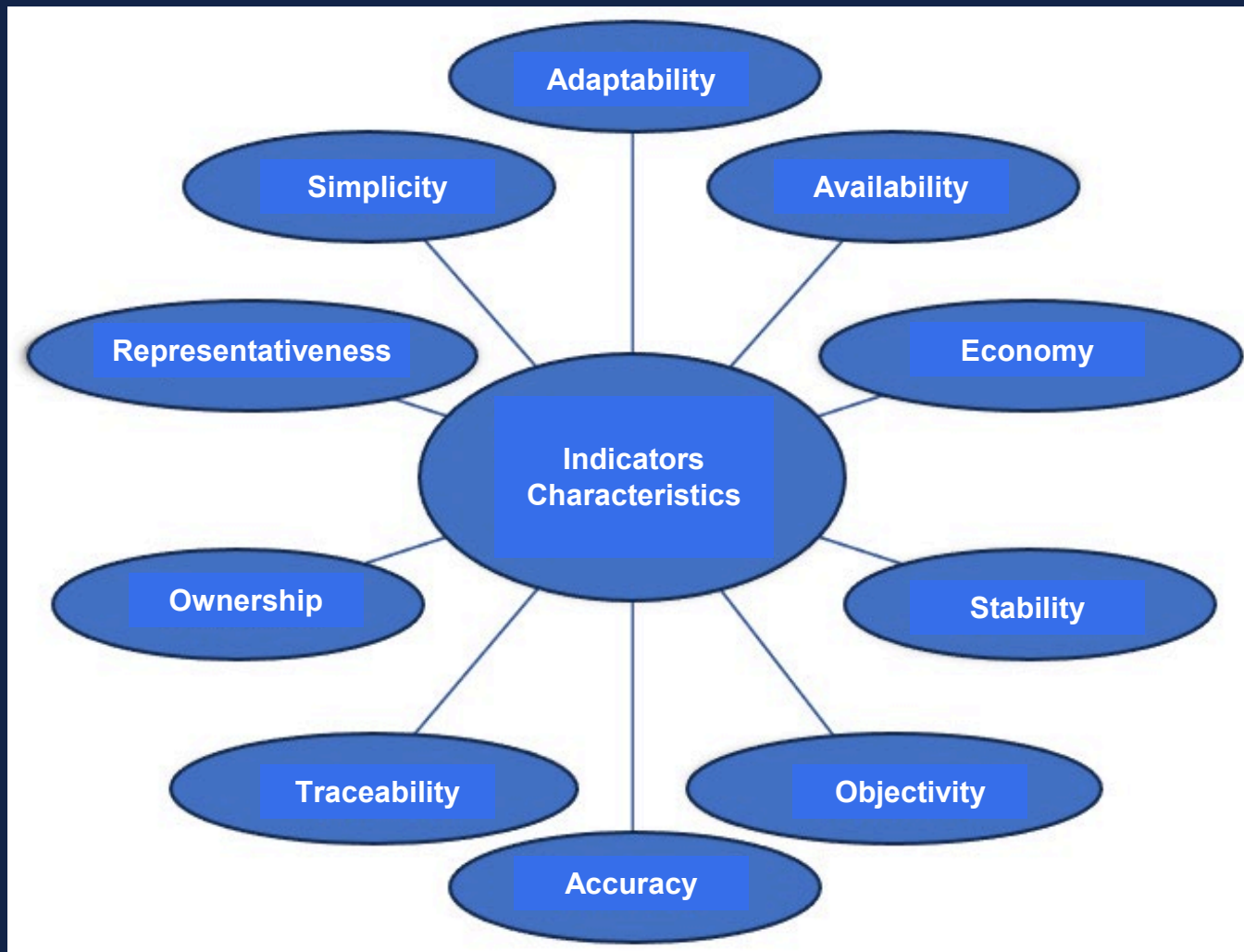
Indicators Characteristics

Every performance measurement system is made up of a set of previously established indicators that will verify the achievement or not of certain organizational objectives.

Indicators Characteristics

A good indicator should have the following characteristics:

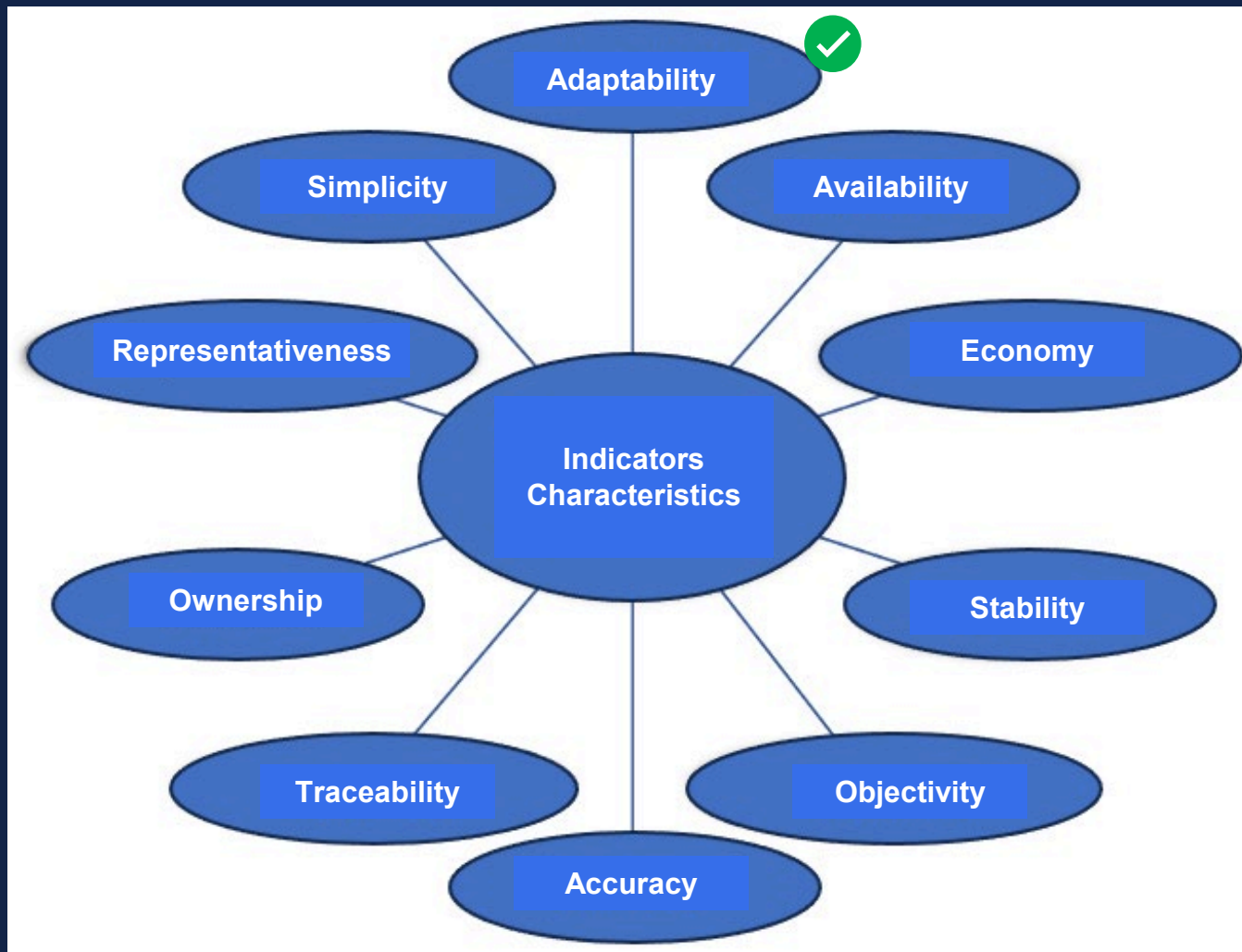
Indicators Characteristics



Adaptability

Ability to respond to changes in customer's behavior and requirements.

Indicators Characteristics

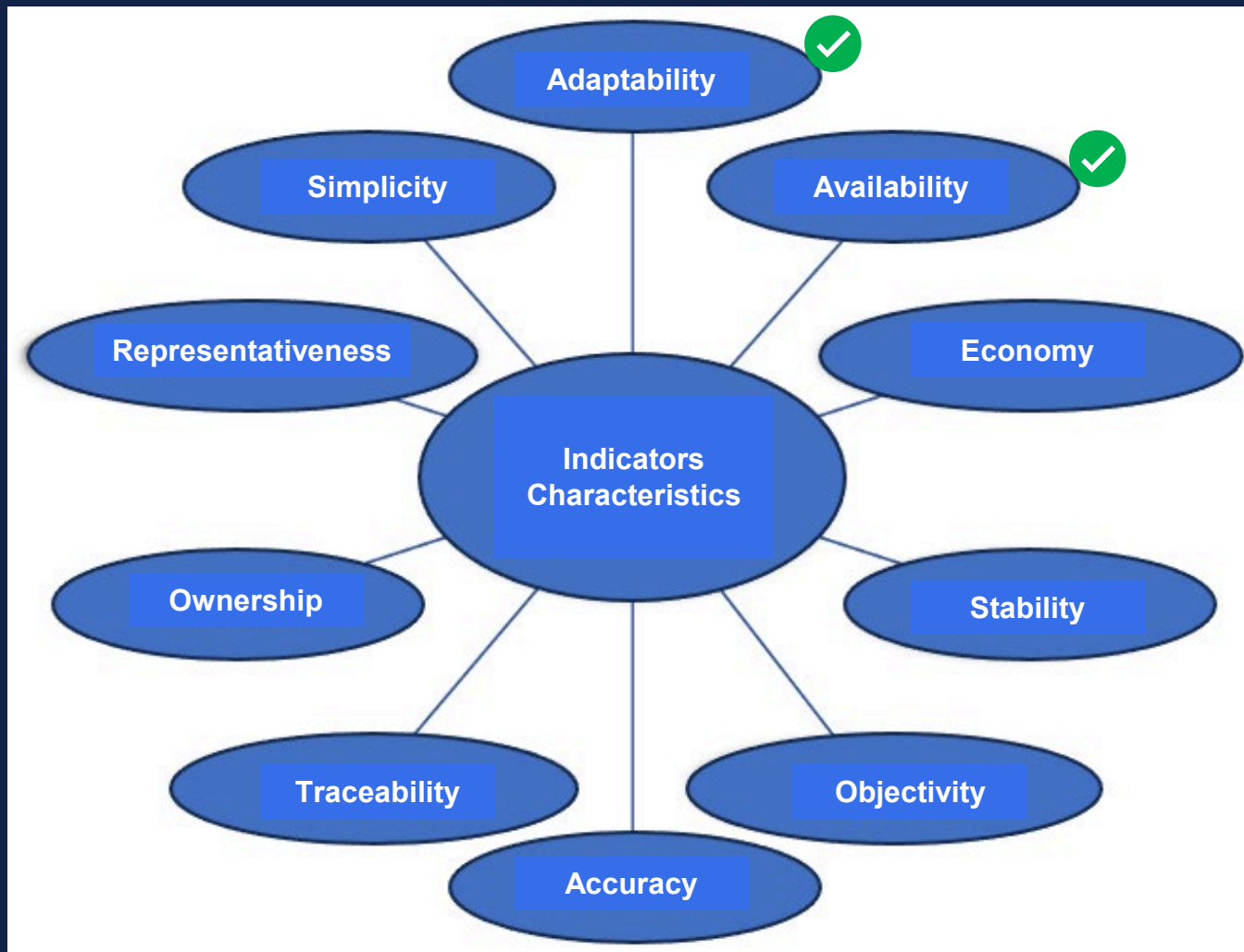


Indicators Characteristics

Availability

Easy access for collection, being available on time to the right people and without distortions, serving as a basis for making decisions.

Indicators Characteristics

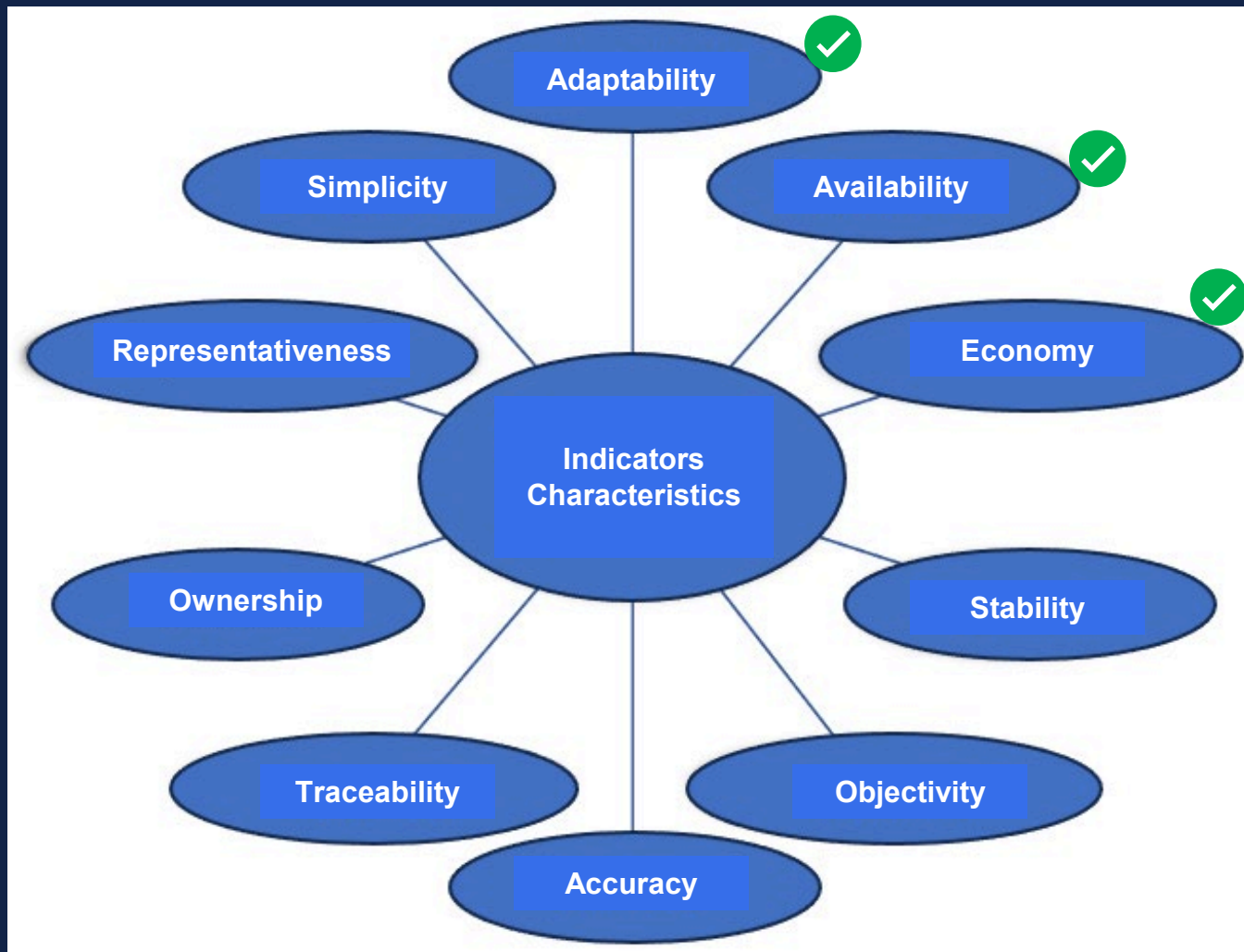


Indicators Characteristics

Economy – should not spend too much time searching for data, much less researching or waiting for new methods of data collection.

The benefits provided by the indicators must be greater than the costs incurred in the measurement.

Indicators Characteristics



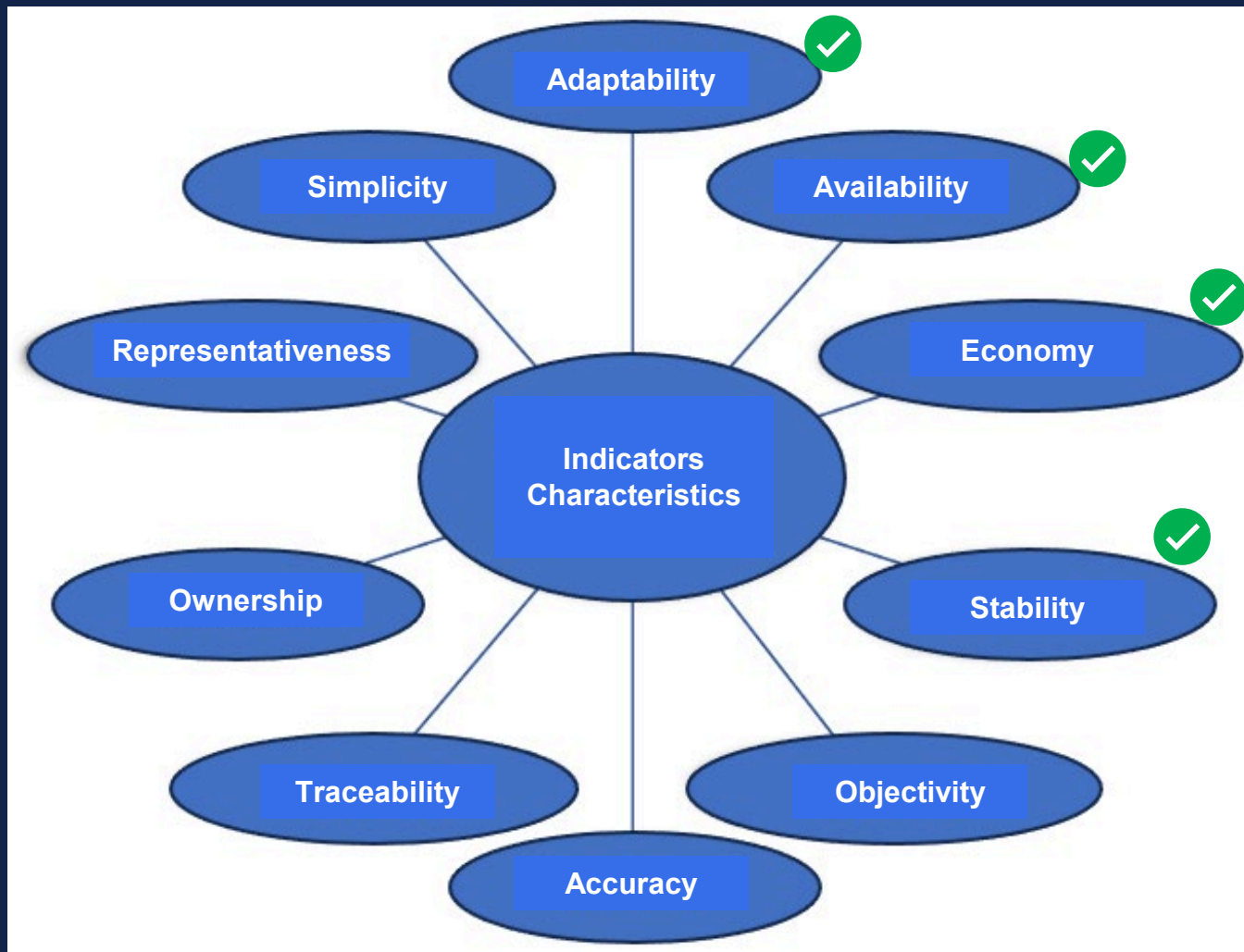
Indicators Characteristics

Stability

Ensure that it is generated in process routines and remains over time, allowing the formation of of historical series.



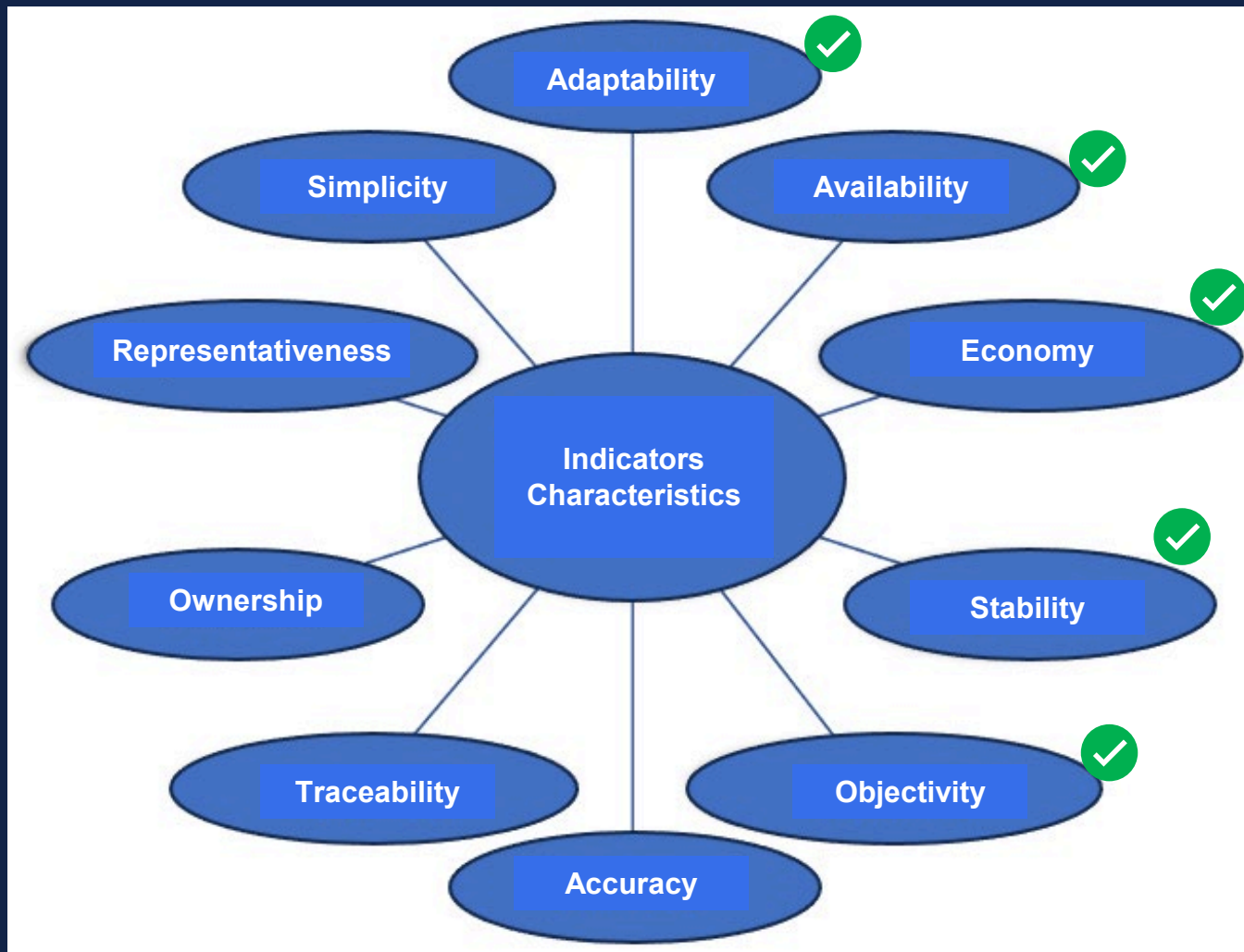
Indicators Characteristics



Indicators Characteristics

Objectivity → Calculations must consider the magnitudes of the value, without the possibility of misinterpretation, as well as ensuring that it actually works in the practice and allows for management decision-making.

Indicators Characteristics

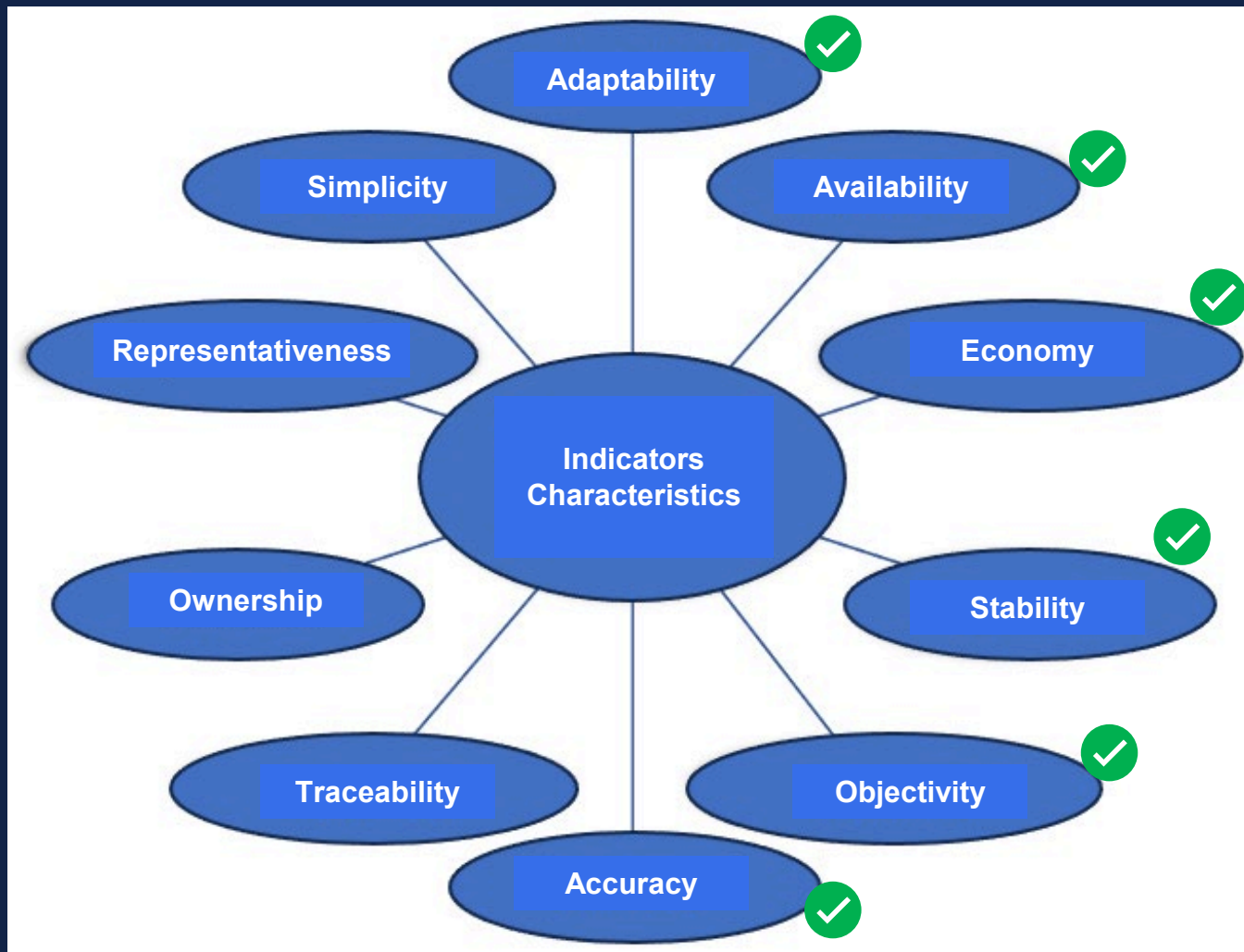


Indicators Characteristics

Accuracy: The margin of error must be calculated and acceptable, that is, it must not distort its interpretation.



Indicators Characteristics



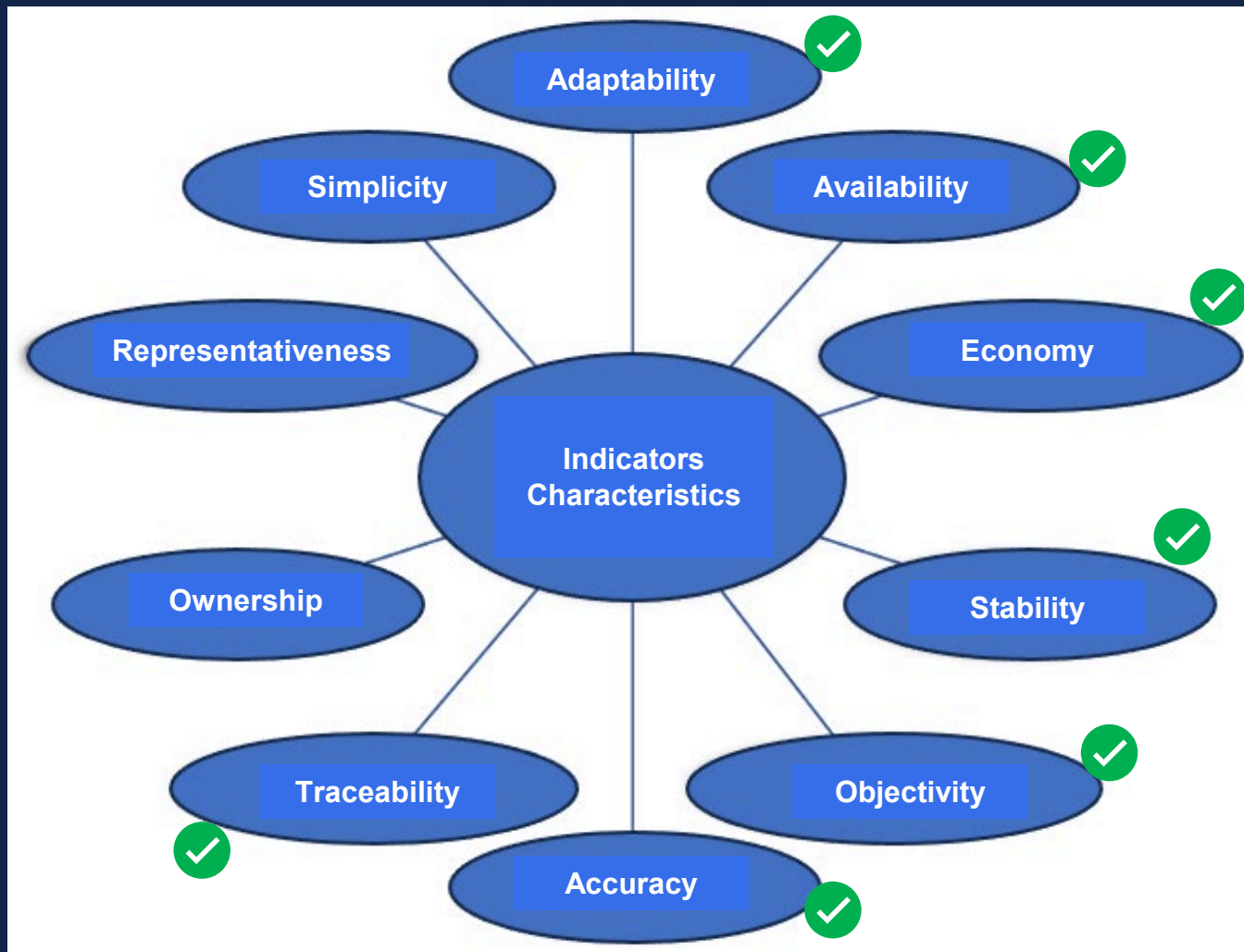
Indicators Characteristics

Traceability – Ease of identification of the origin of the data, its records and maintenance.

Whenever possible, results should be transformed into graphs, for more accurate monitoring, allowing comparison with previous results.



Indicators Characteristics



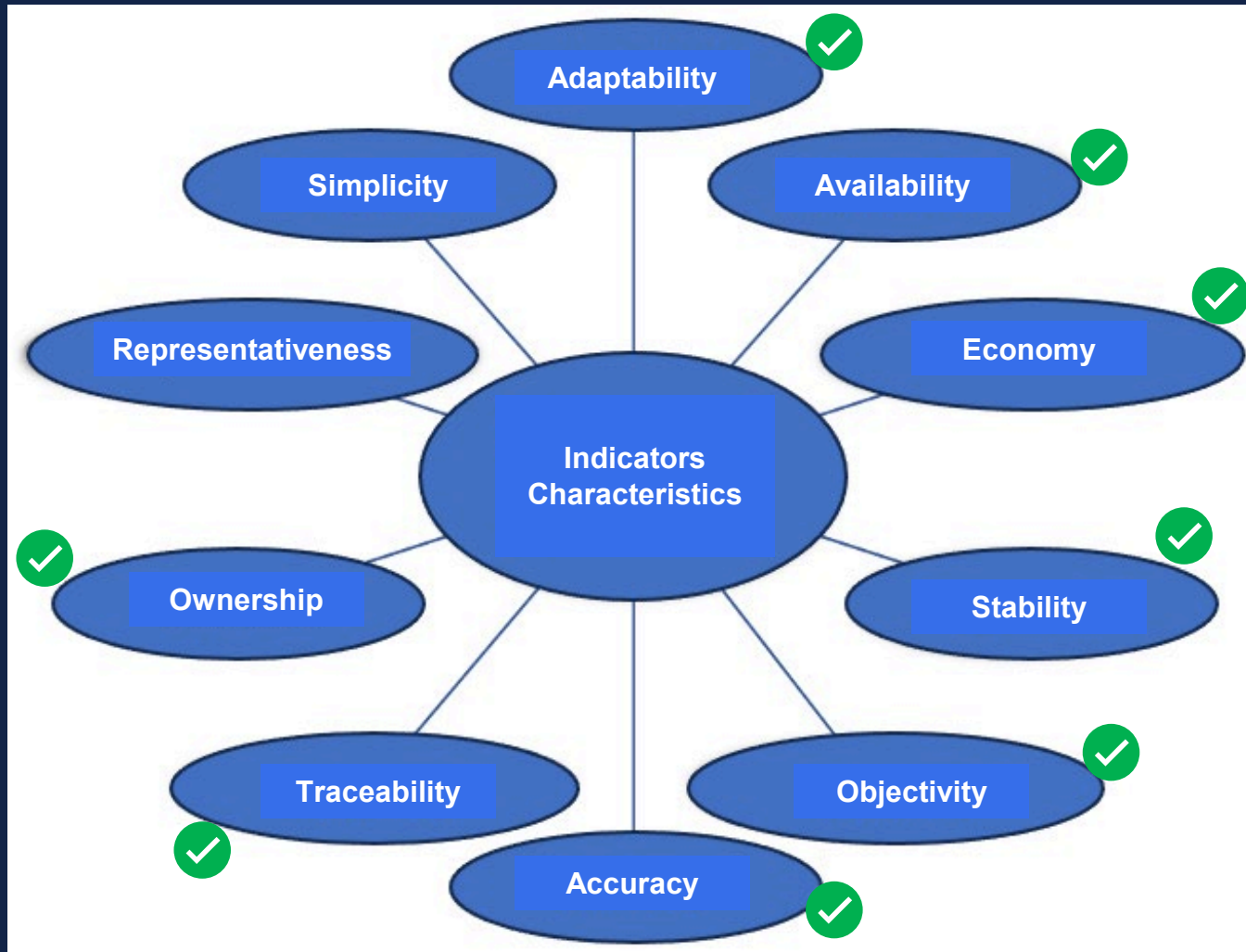
Indicators Characteristics

Ownership

The values provided must be essential for monitoring, evaluating, making decisions, reporting, and making adjustments.



Indicators Characteristics



Indicators Characteristics

Representativeness: capturing the most important and critical stages of the processes, in the right place, in order it is sufficiently representative, comprehensive, and relevant.

Important data must be accurate, meet objectives, and be found in the right source.



Indicators Characteristics

Representativeness: capturing the most important and critical stages of the processes, in the right place, in order it is sufficiently representative, comprehensive, and relevant.

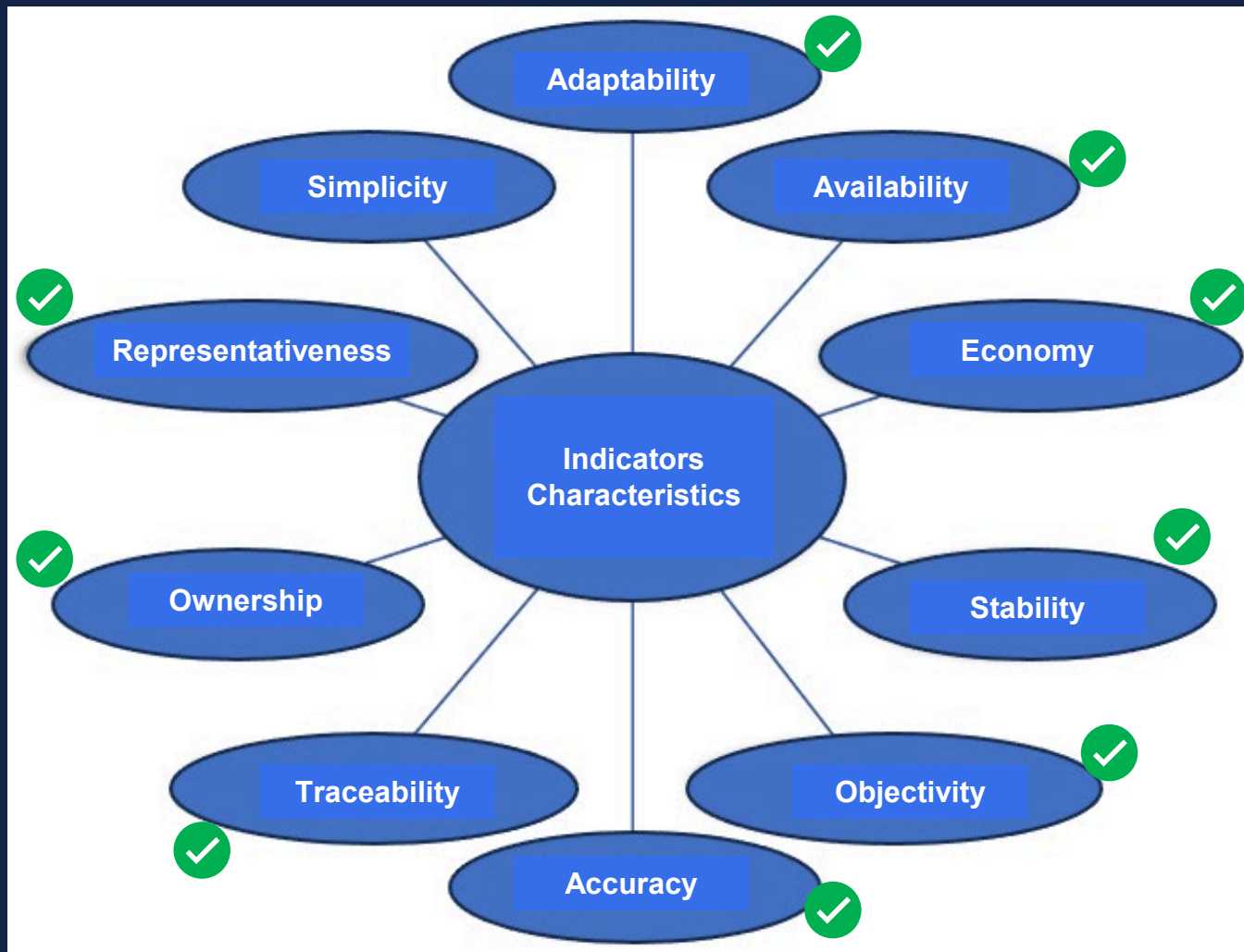
Important data must be accurate, meet objectives, and be found in the right source.



Indicators Characteristics

ATTENTION: Highly representative indicators can be very difficult to obtain, so there must be a certain balance between representativeness and availability for collection.

Indicators Characteristics



Indicators Characteristics


Simplicity: facility to be understood and applied by the ones managing the indicator and by those that will receive the results.

Names and expressions must be known and understood by everyone in a homogeneous way, ensuring broad validity throughout the organization.

Indicators Characteristics



Indicators Characteristics

 It is important to note that when indicators are identified as unnecessary, they should be immediately eliminated or replaced by others that are more useful.

Indicators Characteristics

In addition to the characteristics mentioned above, it is important that the indicator selection process considers the following aspects:

Advertising

- It must be public and accessible

Temporality

- When to start measuring?
- Availability
- Periodicity

Feasibility

- Technical and financial feasibility

Muito obrigado!



ATM047 COURSE – ATM PERFORMANCE INDICATORS

Unit 1.1 – INDICATORS

Subunit 1.1.3 – INDICATORS CHARACTERISTICS



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



FORÇA AÉREA BRASILEIRA
Asas que protegem o País

