



**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 1.1.4 – INDICATORS BUILDING

October – 2024

# Indicators Building

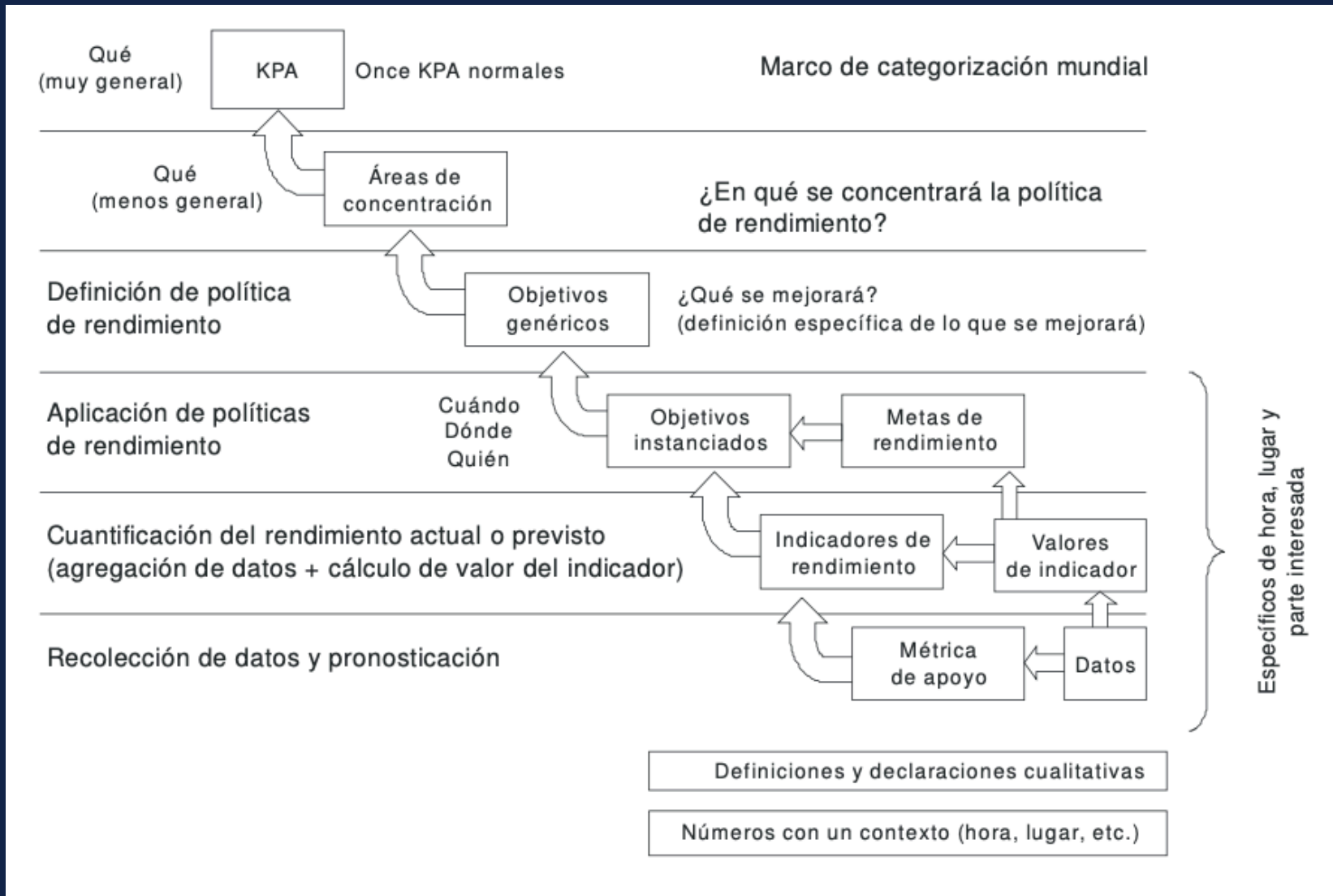
As already explained, we can classify indicators into hierarchical levels in the following way: strategic, management and operational.

Therefore, each hierarchical level must monitor a different set of indicators, which must be integrated towards the organization's final objective.

# Indicators Building

It is well known that there is a natural tendency to consider all objectives and plans of the organization as critical to strategy and analysis by senior management, but it must be considered that the degree of strategic importance of each indicator is certainly variable.

# Indicators Building



# Indicators Building

## Step by step



# Indicators Building

## 1. Select an objective:

The objective may be contained in the strategic map or belong to some other form of institutional strategic planning. It is recommended to begin with the objectives that are more related to the final results of the institution, which include the expectations of the ATM community.

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## 2. Identify critical success factors:

A critical success factor is a challenge, an obstacle or restriction that, if not overcome, will prevent the achievement of the goal.



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3. Choose indicators that represent the achievement of the objective:

A result indicator refers to the effectiveness or impact of achieving the objective.

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## 4. Assess indicators quality:

Assess the adherence of the indicator in relation to the attributes of institutional indicators and their quality. Verify, for example, whether the characteristics of the described indicators fit into the suggested indicators.

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5. Analyze all indicators and select them:

Analyze the consistency of the developed system: Verify whether the targets of the indicators in the base of the strategy map are being achieved. In addition, the number of planning-level indicators to be monitored should be reduced.

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6. Establish an action plan to achieve the goal:

An action plan should consist of activities and/or projects that help overcome critical success factors and achieve objectives.

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7. Describe the indicator:

Complete the descriptive table for the selected indicator.

# iAdelante!



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## Unit 1.1 – INDICATORS

### Subunit 1.1.3 – CHARACTERISTICS OF THE INDICATORS



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