



CENTER FOR ADVANCED AVIATION SYSTEM DEVELOPMENT (CAASD)

Operational Performance as Experienced by the Customer

Customer Metrics Working Group Observations

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NAS Performance Metrics Workshop

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Things about
yourself you'd
rather not
reveal

PAWOB S



How Do Customers View Your Performance?

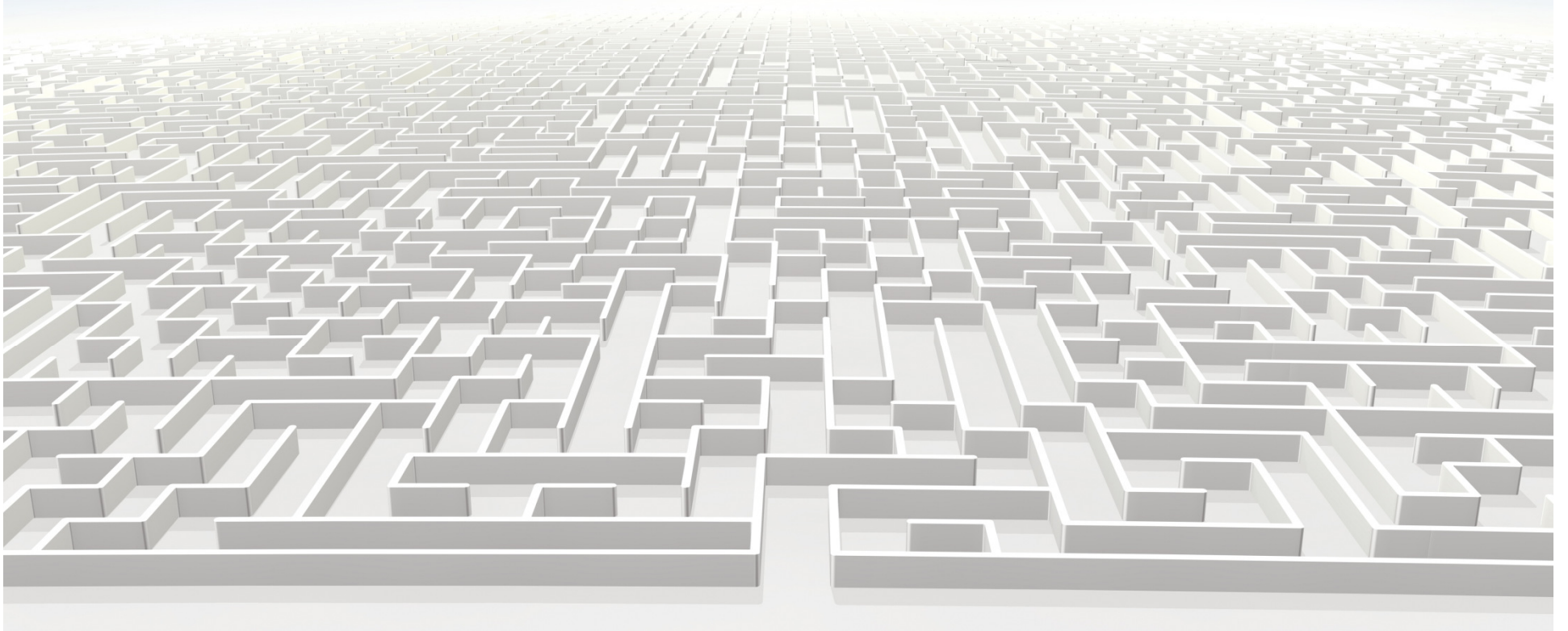




**When do our
customers think
we are giving
them good
service?**



**It was a struggle to find the
right way forward**



It wasn't delay





**It all depends on
your perspective**



What was the final customer definition of good service?

6



Predictability

**Reasonably
foreseeable results
achieved with options
provided.**

5



Coordination

The timely and effective communication of problems, potential solutions, options, and outcomes among stakeholders.

4



Resource Utilization

The safe and efficient use of available airport or airspace capacity.

3





\div OVER??

**It is not a bolt from the
blue**

11



**It's a painstaking process
that takes time**



Thank you.