

UNCLASSIFIED

Attachment 0051

Turn Around Time Metric

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DRAFT

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Turn Around Time (TAT) Metric

TAT is the maximum allowable period of time that elapses between the initiation of a field or organizational work order by the maintenance organization, until close out of the same work order after completion of the work. Closeout for TAT reporting occurs when the item is ready for return and an electronic notification has been sent to the customer and COR.

NOTE: TAT does not include the elapsed time of equipment awaiting customer pickup. Final closeout of the work order occurs after customer pick-up.

The TAT Metric requirement identified in the ICS SOW paragraph C.4.5.1 shall be dependent on the Force / Activity Designator (F/AD) of the supported unit and the Urgency of Need Designator (UND) assigned to the work order by the requesting unit.

F/AD	UND Code	TAT (Hrs.) CONUS	TAT (Hrs.) OCONUS
I and II	01, 02, 04, 05, 11, 12 *	96 (4 days)	120 (5 days)**
III	03, 06, 13 *	120 (5 days)	144 (6 days)**
IV and V	07, 08, 09, 10, 14, 15 *	144 (6 days)	192 (8 days)

* Lower UPD number has higher priority within the same UPD group

** OCONUS units have priority over CONUS units with the same UPDs.