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U.S. Government Accountability Office (GAO)

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(Quinton Balistreri)

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Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****. GAO reviewed work measurement in the Department of Defense maintenance depots. The Office of the Secretary of Defense (OSD) is the local focal point for developing systematic ways of applying work measurement and the associated policy guidance. Although OSD has recognized the importance of this role, it still needs a reporting system to monitor the services progress in implementing work measurement. In recent years, the Air Force Logistics Command (AFLC) has been emphasizing the accuracy of its labor standards through a 2-year labor standards improvement program and a subsequent consultant evaluation. However, the emphasis on accuracy apparently has been at the expense of improving coverage. Other problems include recruiting and retaining planner/technicians and other duties limiting the amount of time planner/technicians can spend on work measurement. In addition, more specific guidance as to which workload to cover with standards and more control over local work measurement programs by the AFLC would improve program quality. Although the Army has corrected some deficiencies, it still has problems in work measurement area: (1) low coverage by engineered standards; (2) a 20-percent decline in staffing of the work measurement function; and (3) system integrity. A Navy instruction requires that 80 percent of naval air rework facilities (NARF) workload be covered by engineered standards. However, this goal seems to be beyond the reach of NARF. Problems include: (1) a lack of accurate labor charges; (2) a lack of qualified personnel; and (3) low quality of the standards.

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