



A Program Management Approach to Driving and Measuring Performance

Air Force Reserve (AFR) is making great strides in managing performance, strategy alignment, overall compliance and continuous process improvement. It is accomplishing this through the use of the USAF's Manager's Internal Control Program (MICP) and its critical component, the use of internal control measures reported in the Standard Performance Measure Template. In addition to end-to-end management of mission performance, MICP has increased meeting effectiveness and maximized the use of Senior Leaders' time. While MICP's use is currently required at AFR headquarters and is being rolled out to the subordinate Numbered Air Forces (NAF), MICP is beginning to be noticed and requested by other Head Quarters, Agencies and Staffs. MainStream GS continues to support AFRC/A9 Director, Colonel Eric Sitrin and his Chief Process Officer, Ms. Donna Watson with the development and promulgation of the MICP and supporting internal control measures.

While the MICP is currently undergoing a transformation to a web-based platform, it can quickly and easily be implemented using nothing more than PowerPoint charts and a shared network setting (i.e. SharePoint or an organization's shared-drive). Regardless of how it is supported, the strength of the tool lies in its Standard Performance Measure Template and the hierarchical structure it uses to organize Key Performance Indicators (KPIs). Executive Leadership within AFR HQ are now viewing concise briefings built around measures that support critical mission areas, in a standard format that reduces "what-is-this-chart-trying-to-tell-me" time. Additionally, the strategic to operational to tactical construct of the kiosk of metrics contained within an MICP, allows a manager to quickly get to the areas that need his/her attention, absorb the provided analysis of the situation and then make data-driven decisions.

MainStream recently supported Colonel Sitrin as he presented the MICP organizing concept and supporting measures to three NAF commanders. During a MainStream facilitated discussion, these

Executive leaders developed one standard MICP organizing construct view and defined the associated measures that were contained therein. AFRC/A9 continues to honor requests for support and training on the MICP concept from other Air Force agencies and staffs.

While MICP is designed to support AF commanders and managers and to help them satisfy the requirements of several Air Force and DoD Instructions, the concepts it realizes have implications into a wide range of public and private sector applications. From Program and Project Management to holistic performance management of a global enterprise, the ability to define, organize and manage to Key Performance Indicators (KPIs) is critical to success. Developing an MICP in your business can be a giant step towards becoming a world class organization, improving performance and sustaining those gains.

If you are interested in finding out more about tools that can help Increase Performance and Sustain Gains feel free to contact MainStream GS at info@mainstreamgs.com or 877-785-4888.

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