



OACI | UNIENDO A LA AVIACIÓN

NINGÚN PAÍS SE QUEDE ATRÁS



## SMS IMPLEMENTATION WORKSHOP

**OFICINA REGIONAL  
SUDAMERICANA**

**Performance Indicators**



Since the races are  
timed, it runs faster.

*Gemma Muñoz*



What is not measured can not be improved.  
What is not improved, always degrades.

Measuring allows us to influence. It helps us  
identify if we need to make adjustments.



## What is a Metric?

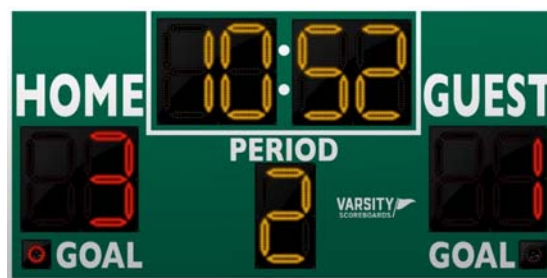
A metric is a parameter used to measure, compare or monitor the state, change, performance or result of a situation or activity.

- Number of...
- Percentage of ...
- Maximum of ...
- Sum of...
- Difference of ...
- Magnitude of...
- Longitude of...
- Etc.



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## What is an Indicator?

An indicator is a metric (the parameter used to measure, compare or monitor the state, change, performance, or result of a situation or activity),

but in the context of **an objective or a goal.**



## What is a KPI?

A Key Performance Indicator (KPI) is a metric that refers to **aspects crucial** to the success of an organization.

They are usually associated with the strategic objectives of the organization

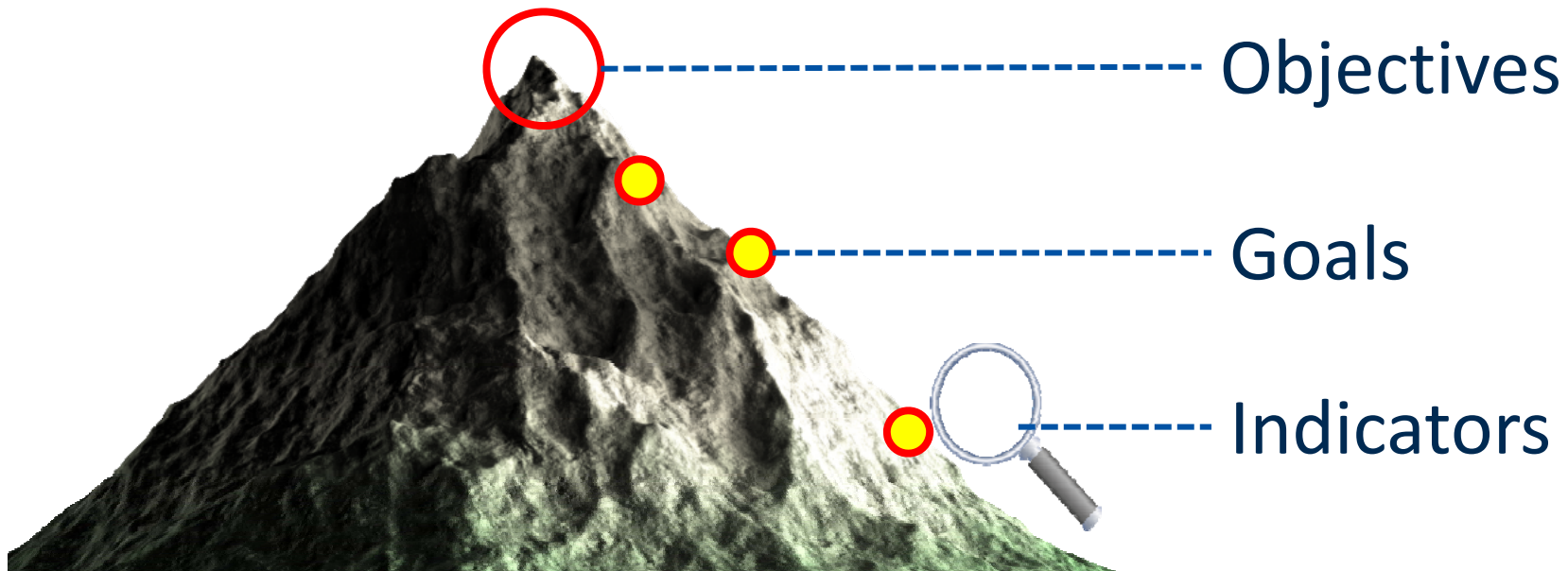


## What is a SPI?

A Safety Performance Indicator (SPI) is a metric used to monitor and assess safety performance.



# What is a Performance Measurement System?





### Key Elements of our Strategic Plan

Our Strategic Plan defines a common purpose for our organization, an ambitious 10-year future vision, and a structure of goals, objectives, action plans and performance measures to engage and galvanize the whole organization to achieve the full potential of the Airport — both as a primary economic driver of the Silicon Valley economy, and as a valued community asset representing the best of our local culture and lifestyle.

**Mission** page 5

**Vision** page 5

**Strategic Goals, Objectives and Action Plans** pages 6-9

**Performance Measures** page 10





## GASP Examples

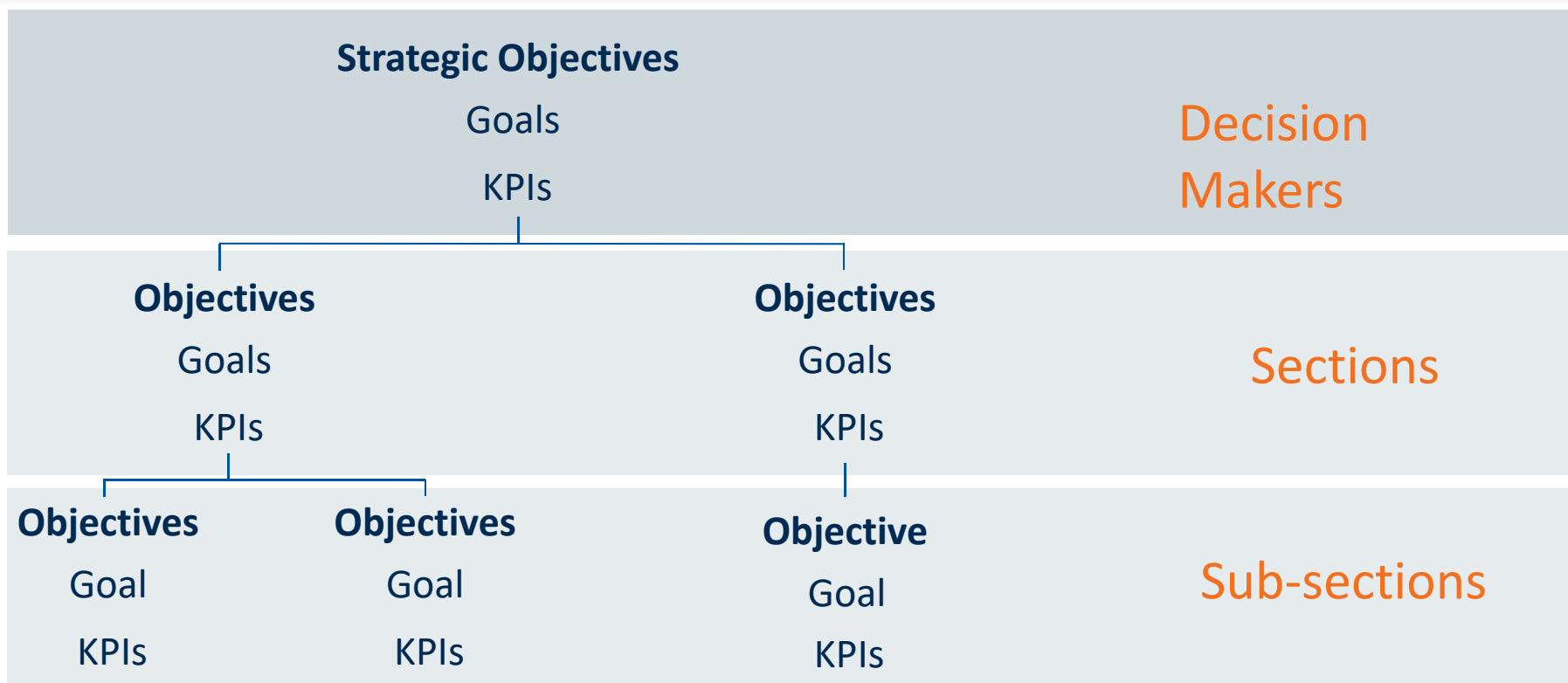
**Objective 2:** Strengthen the States safety oversight capacity.

**Goal 2.1** Worldwide States achieve 75% of EI for 2022

**Goal 2.2** For 2022, all States achieve a Safety Oversight Index (SOI)  $\geq 1$  in all categories.

- EI Overall
- EI per Critic Element
- EI per Area
  
- % of States with SOI  $\geq 1$  in all categories
- # of States with SOI  $\geq 1$  in all categories







# Performance Measurement System

1. Determine the objectives (according to the context)
2. Define the goals
3. Define indicators
4. Set reference levels
5. Collect the data (measure)
6. Interpret the results
7. Communicate the results
8. Take actions



## Benefits of having a measurement system

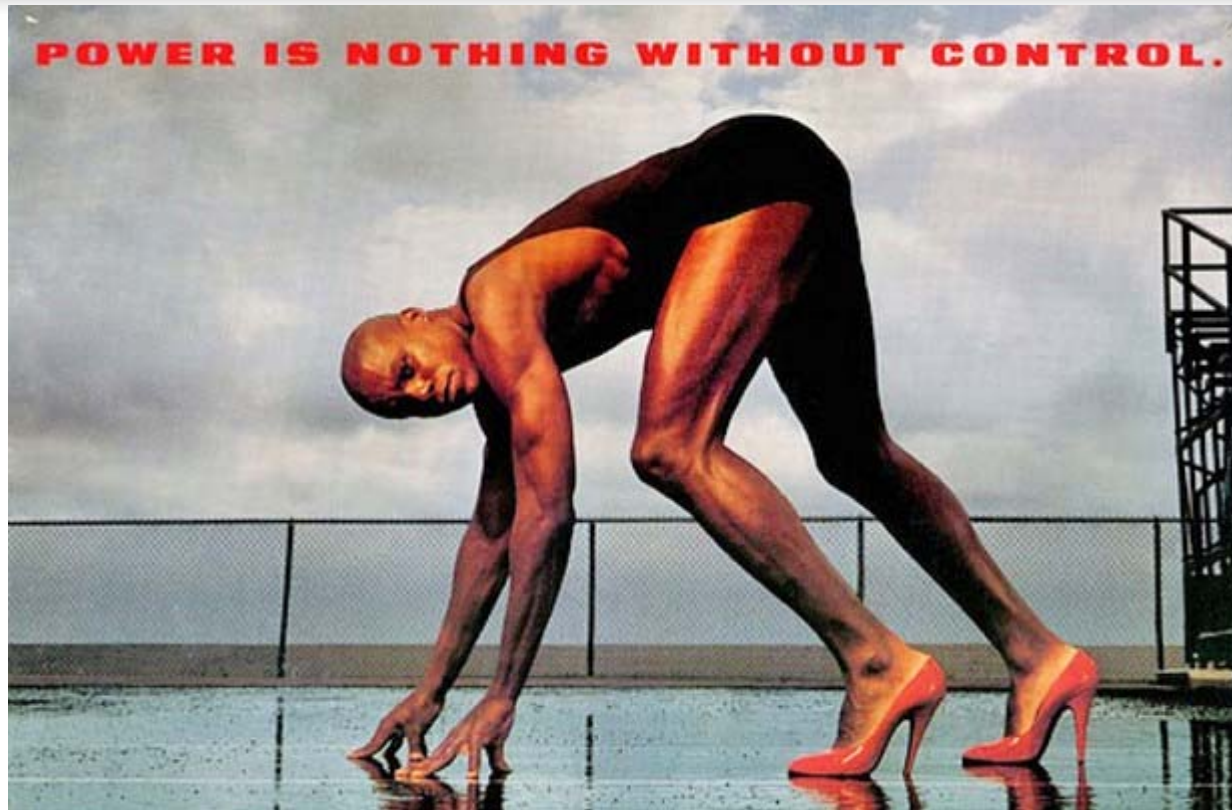
- They tend to push things to happen
- They help establish a data culture
- Help people see progress and motivate action
- Increase objectivity
- Improves resource use efficiency
- Facilitate feedback



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