



Past Performance Management (PPM)

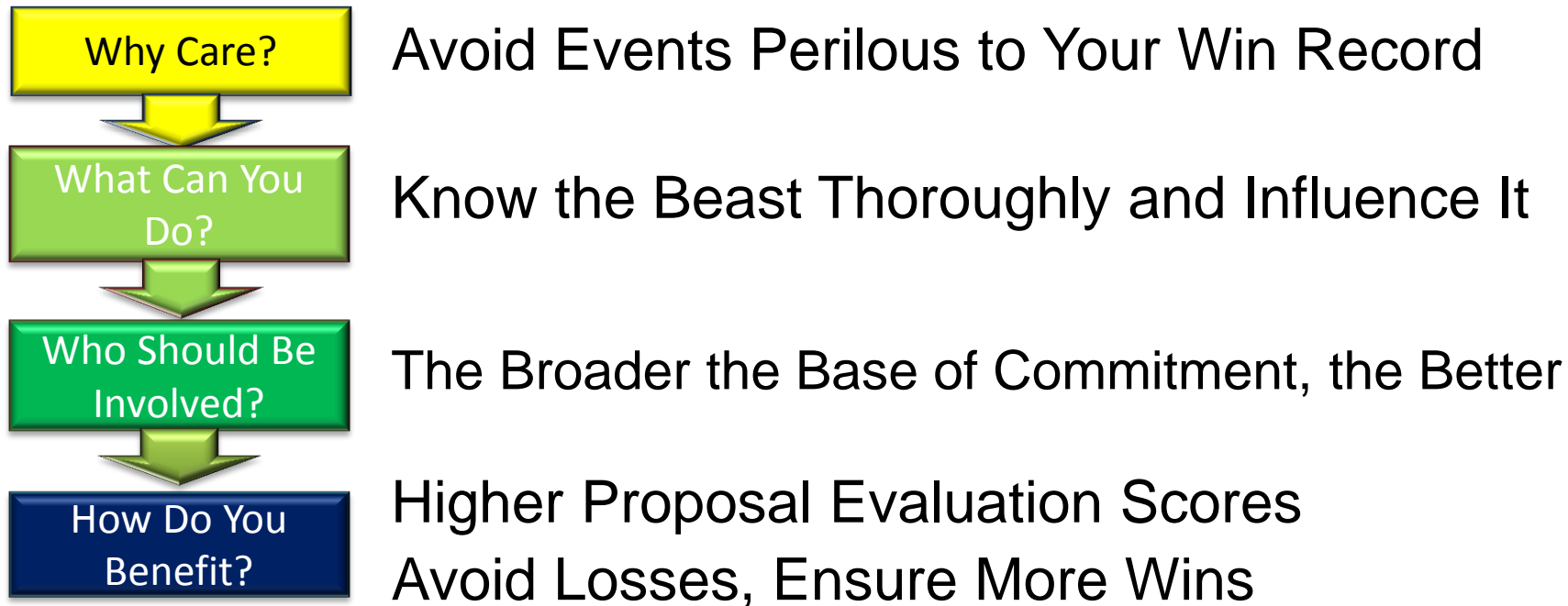
Your Company's Reputation Depends on it!

Rob Muzzio

Ultimus Performance LLC



PPM – Be its Master or Be its Victim

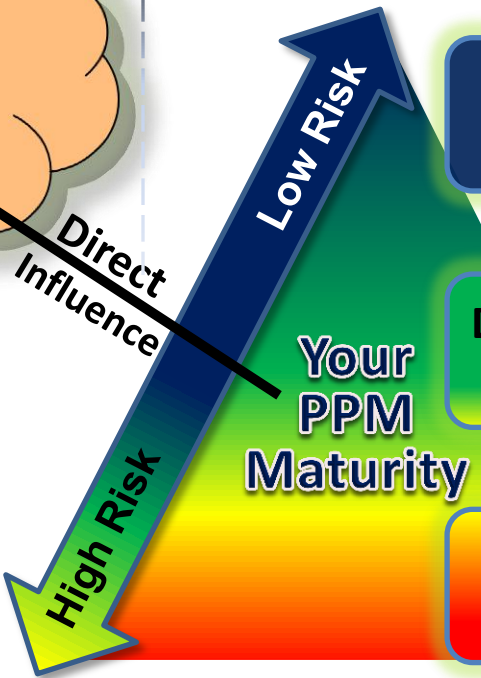
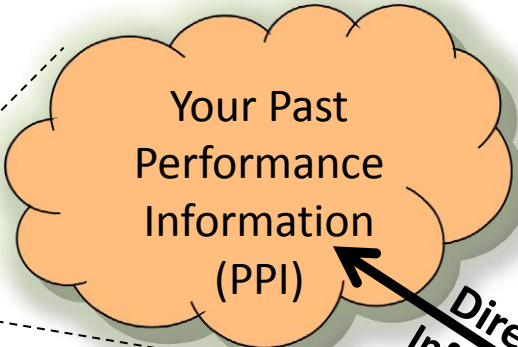


“I will worry about this stuff when we lose a proposal because of it” - Unknown

Your Company's Reputation Depends on it!



"What the Government Sees is what You Get!"



Optimized (Proactive)

Defined (Processes in Place)

Ad Hoc (Reactive)

Highest Win Rate
Highest Scores
Intelligent Decisions

Customer Sat.
Improved Comm.

Unknown PPI
Inaccurate Data
Unknown Scores



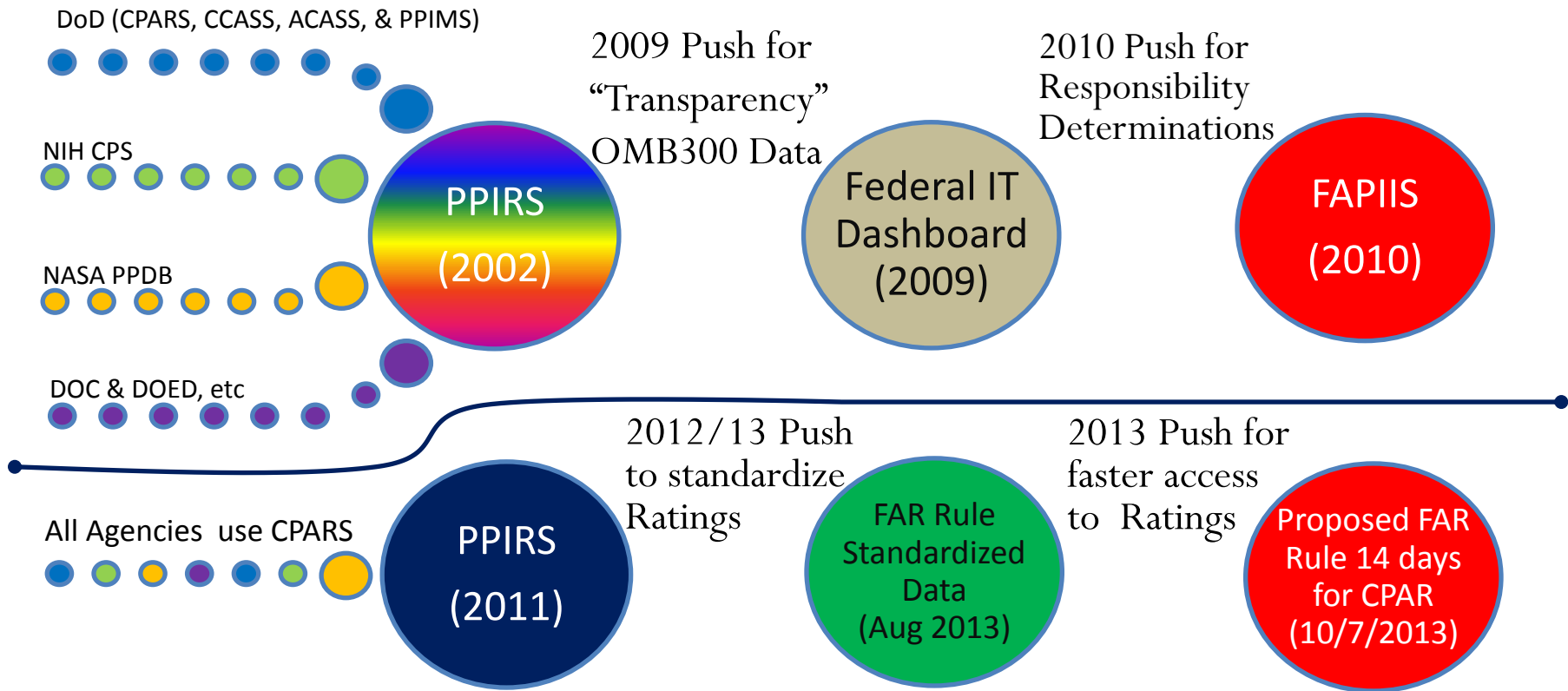
"The more ProActive we are, the less ReActive we have to be."



Why Care? – Government Influence



Federal Performance System History (from wide assortment to standardization)



The Federal Government is continually pushing to collect and use more Contractor Performance Data.



Recent/Live Deals Using Performance Data from PPIRS

SEWP: The Offeror shall provide...: Recent customer evaluations of past performance including Award Fee Evaluation results, Fee Determination Official letters, [Annual Performance Evaluation Forms](#), or any other written performance feedback.

NASA SEWP V

IMCS III: If CPAR exists for contract references and no significant change in contractor performance, then the customer does not need to complete the ratings portion of the Past Performance Questionnaire (PPQ)

GSA OASIS

Army IMCS III

PPIRS

Hoping for Future Goal of: No PPQs!!!

What's Next?

OASIS (3.0 Ave of "Satisfactory" Yields 0 Points):

VOLUME 4 – PAST PERFORMANCE				
Relevant Experience Projects:				
Average scoring of 3.50 to 3.74	350	5	1750	
Average scoring of 3.75 to 3.99	400	5	2000	
Average scoring of 4.00 to 4.24	450	5	2250	
Average scoring of 4.25 to 4.49	500	5	2500	
Average scoring of 4.50 to 4.74	550	5	2750	
Average scoring of 4.75 to 5.00	600	5	3000	

Food for Thought: For GSA OASIS & IMCS-III...Would you rather use "Known" PPIRS ratings or chance "Unknown" PPQ ratings?

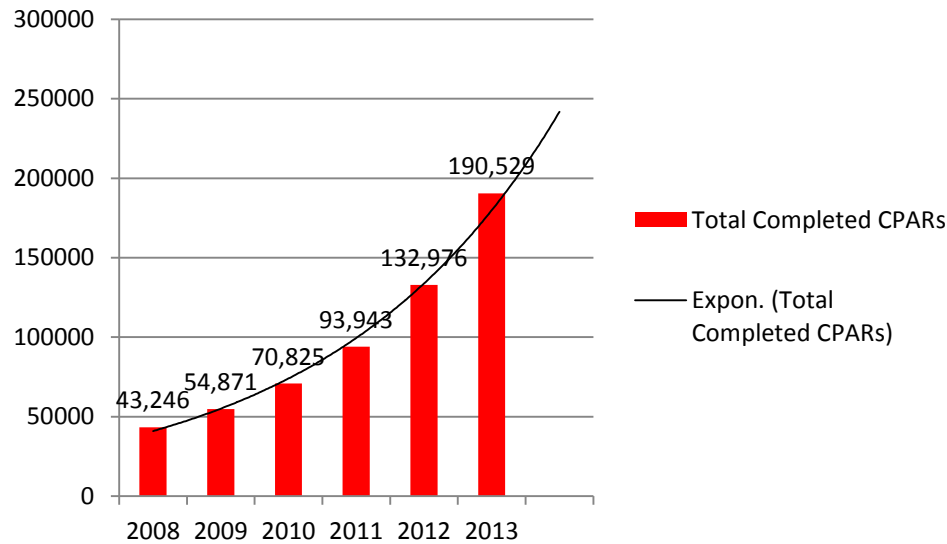


Why Care? – Gov Increasing CPARs

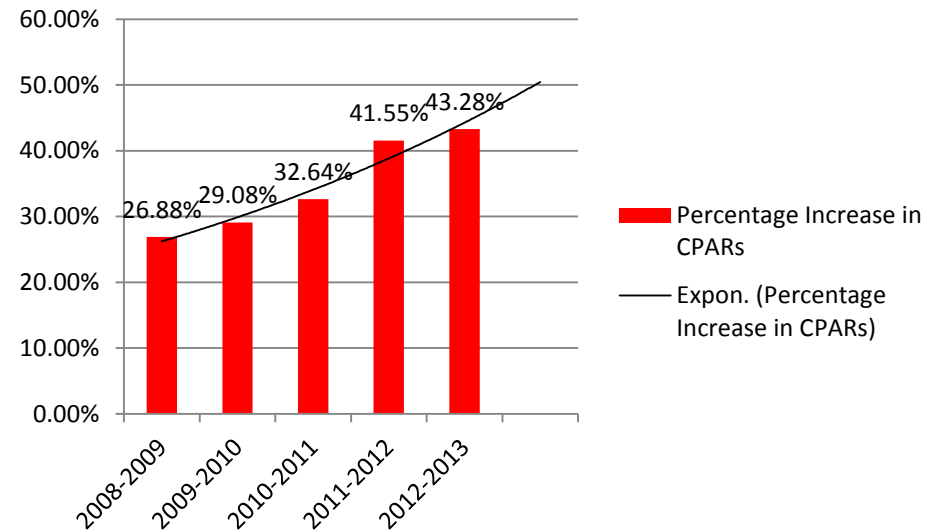


The Number of CPARs is Rising Drastically

Total Completed CPARs



Percent Increase/Completed CPARs



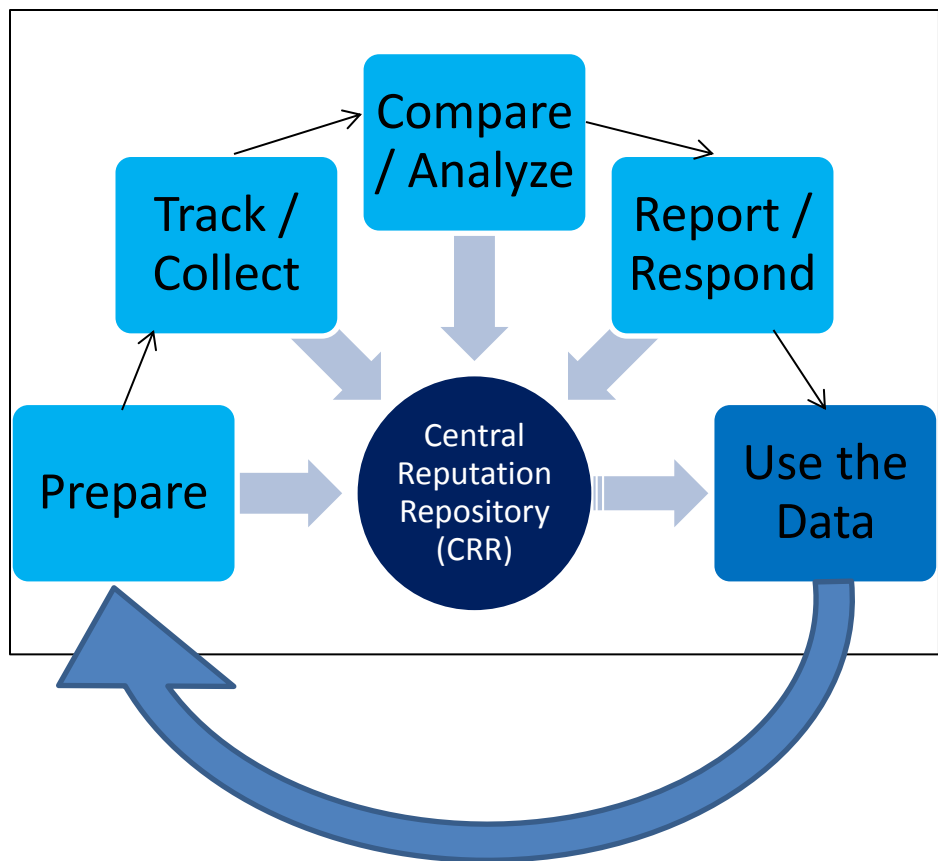
Computed from Year over Year CPARS Metrics on 10/1 of each year

Have you compared the number of CPARs you have now to what you had previously? Do you do this on a Regular Basis?



Ensure Accurate Performance Ratings to Maximize Your Evaluation Points

PPM



Similar to "Social CRM"



PPM

- PPIRS
- CPARS
- FAPIIS
- PPQs
- Open Ratings
- Phone Calls
- etc



SCRM

- Twitter
- FaceBook
- LinkedIn
- Google+
- Tumblr
- Blogs/Wikis
- Forums
- etc

"PPM is the Centralized Tracking, Analysis, Management, Reporting, & Use of the Government/Public Performance Data to Better the Company as a Whole."



What Can You Do? PPM Data Sources



Know Your Data to Monitor, Track, and Manage

Sensitive Systems/Data:

- CPARS/PPIRS (RC / SR)
- FAPIIS
- Open Ratings
- Customer Surveys

Public Systems:

- Fed IT Dashboard
- FAPIIS
- Recovery.gov
- FCMD, etc

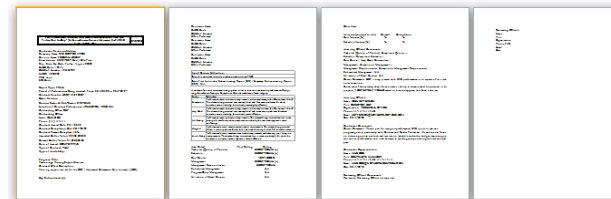
Past Performance Information comes from a variety of Sources





PPIRS – Report Cards (RC) (Above SAT)

ASSESSMENT REPORTS							
Help							
DUNS: 123456749 CAGE: 33AA1							
Contract Number	Order Number	Assessment Date	CAGE Code	PSO/PSC	Business Sector	DUNSPlus4	Company Name
ACDABC1		04/01/2009 - 03/31/2011			SYSTEMS	123456749	COMPANY X
ACDABC1		06/20/2010 - 06/20/2012			SYSTEMS	123456749	COMPANY X
ACDABC2		11/27/2011 - 11/27/2012			SYSTEMS	123456749	COMPANY X



PPIRS – Summary Report/Statistical Report (SR) (Below SAT)

Negative Delivery Record(s)									
New Records									
Department/Agency	Contract No.	Type	Code/NSN	Due Date	Ship/Rec Date	Cancel Date	Added Date	Challenge	
No Data									
Existing Records									
Department/Agency	Contract No.	Type	Code/NSN	Due Date	Ship/Rec Date	Cancel Date	Added Date	Challenge	
ABC Washington, DC	ABC12345678910XYZ12345678901	FAB	60987654321098765	08-OCT-13			20-OCT-13		

[Process CDD Challenge](#)

FAPIIS (also has Public Version)

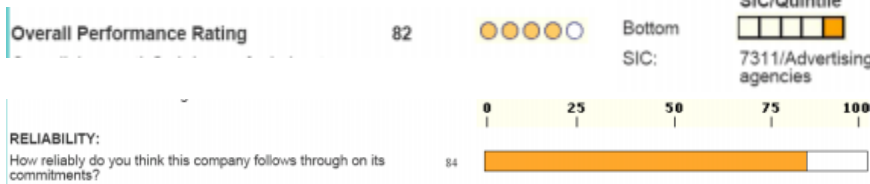
Awarded: COMPANY XYZ	
Summary of All Reports	Count
Administrative Agreement	0
Defective Pricing	0
DoD Determination of Contractor Fault	0
Non-Responsibility Determination	0
Recipient Not-Qualified Determination	0
Termination for Cause	0
Termination for Default	0
Termination for Material Failure to Comply	0

The Set of Performance Data in CPARS is not Necessarily what is in PPIRS.

The FAR Requires “Responsibility Determinations” if Over SAT; Lack of Performance, Integrity, Ethics; No SBA Certificate of Competency.



Open Ratings

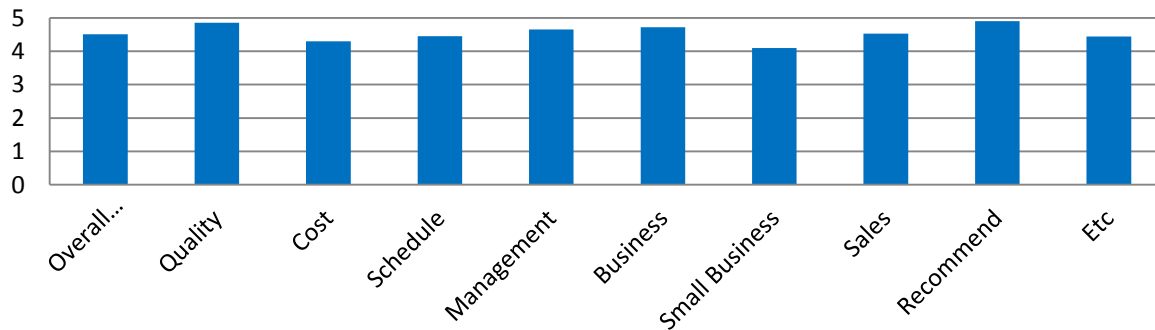


Distribution of Feedback Scale Skewed



Customer Satisfaction Surveys

Internal Customer Satisfaction Surveys



Open Ratings – Focus on Overall Rating, SIC Quintile, & Negative Distribution of Feedback.

Educate Your Customers Before Ordering Open Ratings Report

What Can You Do? Public Data



Fed IT Dashboard, Recovery.gov, (FAPIS), & FCMD....Etc.

IT DASHBOARD FY2014 Edition

Home | Portfolio | Visualization | Data Feeds | FAQ

NASA IT Infrastructure

Investment: NASA's IT infrastructure investment reports on agency-managed efforts to...
 Description: NASA's IT infrastructure investment reports on agency-managed efforts to...
 Status: No change in status

Investment Change History: Evaluation History

CIO Information

LARRY SWEET
 Agency: NASA
 Position: Administrator and Space Administration

Evaluation by Agency CIO

Government Average
 Agency Average
 Investment

Project Summary

Number of Projects: 1

Cost Variance: Green
 Schedule Variance: Green

Operational Performance

System Description	Priority	Task of Review	Priority	Next Report	Next Report	Updated Date of Most Recent Report
NASA Center Close Time Service	Priority	Percentage (%)	95.00	100	Low	2013-09-17
NASA Center Close Time Service	Priority	Percentage (%)	95.00	100	Low	2013-09-17
NASA Center Close Time Service	Priority	Percentage (%)	95.00	100	Low	2013-09-17

Choose a quarter and click "Go."
 April 1 - June 30, 2012

AWARD OVERVIEW

Award Number	FA-8519-10-C-0008	Funding Agency	Department of the Air Force
Total Award Amount	\$3,556,792	Project Location - City	Grand Prairie
Award Date	04/05/2010	Project Location - State	TX
Project Status	Completed	Project Location - Zip	75051-2704
Jobs Reported	1.00	Congressional District	24
Project Location - Country	US		

RECIPIENT INFORMATION (CONTRACTS)

Recipient Name	LOCKHEED MARTIN CORPORATION
Recipient DUNS Number	794571448
Recipient Address	1701 W MARSHALL DR
Recipient City	GRAND PRAIRIE
Recipient State	Texas
Recipient Zip	75051-2704
Recipient Congressional District	24
Recipient Country	USA
Required to Report Top 5 Highly Compensated Officials	No

PROJECTS AND JOBS INFORMATION

Project Title	Federal Contract
Project Status	Completed
Final Project Report Submitted	Yes
Project Activities Description	Research and Development in the Physical, Engineering, and Life Sciences (except Biotechnology)
Quarterly Activities/Project Description	The final deliverable system was successfully demonstrated to the Air Force at the Lockheed Martin facility. After the demonstration, the System was delivered to Holoman AFB for long term testing. Holoman AFB and Lockheed Martin were extremely successful with the contract requirements and deliverables.
Jobs Created	1.00

POGO.ORG Federal Contractor Misconduct Database

home about us investigations get involved donate

Top 100 Contractors
 by contract dollar amount

Methodology
 of this ongoing effort

What's new

Archive
 previous rankings and more

Quick Search
 Word or Phrase in any field

Sort the Data
 Contractor: All Contractors
 Disposition: All
 Court Type: All
 Misconduct Type: All Types
 Enforcement Agency: All Types
 Contracting Party: All
 Dollar Amount: All

Top 100 Contractors

Contractor	Federal Contract \$ (FY2011)	Instances of Misconduct (Since 1995)	Misconduct \$ (Since 1995)
1. Lockheed Martin	\$42446.9m	59	\$ 606.0m
2. Boeing Company	\$21599.2m	46	\$1054.5m
3. General Dynamics	\$19442.8m	13	\$ 78.5m
4. Northrop Grumman	\$15020.1m	35	\$ 850.7m
5. Raytheon Company	\$14771.1m	22	\$ 479.2m
6. United Technologies Corporation	\$7908.1m	17	\$1123.1m
7. SAIC	\$7379.0m	13	\$ 533.3m
8. L-3 Communications	\$7357.7m	9	\$ 48.9m
9. BAE Systems	\$6876.3m	13	\$ 588.2m
10. Oshkosh Truck Corporation	\$4942.1m	0	\$ 0.0m
11. McKesson Corporation	\$4706.1m	18	\$1815.6m
12. Computer Sciences Corporation	\$4508.8m	8	\$ 140.6m
13. Bechtel Corporation	\$4498.6m	19	\$ 378.3m
14. URS Corporation	\$4408.5m	9	\$ 63.5m
15. Industries	\$4039.9m	1	\$ 0.0m
16. Booz Allen Hamilton	\$3934.9m	3	\$ 3.8m
17. ITT Industries	\$3862.6m	6	\$ 109.7m
18. DynCorp International Inc.	\$3843.3m	10	\$ 19.8m
19. Humana	\$3445.3m	13	\$ 133.4m
20. Health Net, Inc.	\$3145.3m	22	\$ 690.7m
21. Trivest Healthcare Alliance Company	\$3093.5m	1	\$ 10.0m

Valuable Resources

NGOs

- Better Business Bureau Searchable Database
- Center for Public Integrity's "Power Trips" Database - Congressional Travel Disclosures
- Center for Public Integrity's "Pentagon Travel" Database - DoD Trips Paid for By Outside Interests
- Center for Responsive Politics (opensecrets.org) - Revolving Door Database
- Good Jobs First's Subsidy Tracker - database of state economic development subsidies
- In The Public Interest - a resource center on privatization and responsible contracting
- National Institute on Money in State Politics - Political Donations in the States
- Sagerly Investigative Intelligence - State/Local Vendor Debarment List

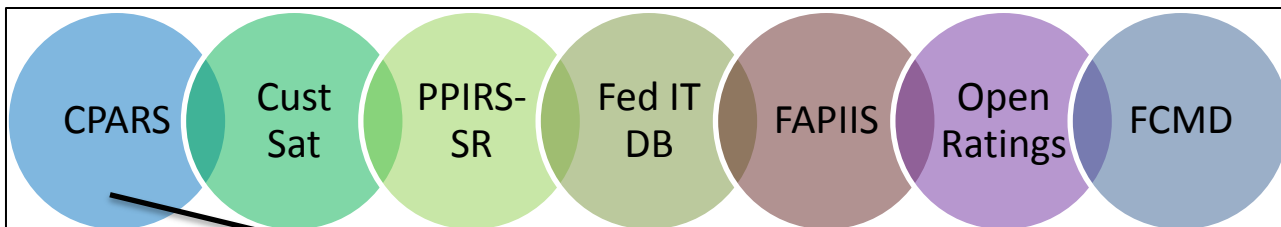
“Transparency” Provides a Wealth of Public Data on Contracts & Contractors

What Other Systems/Data Affect Your Reputation and/or is Usable?



Monthly Performance Report – Mock Up Example

Monthly Performance Report Government's View of Your Performance



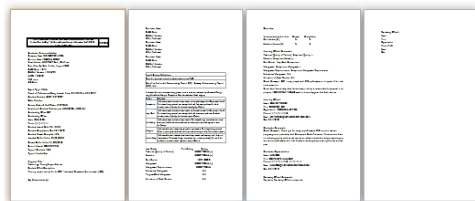
Create



Or



From

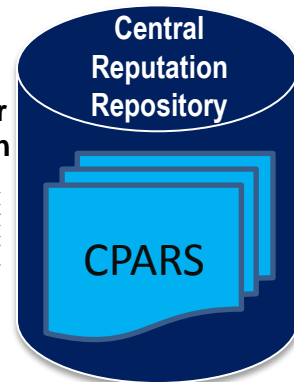


To

Meaningful Dashboard

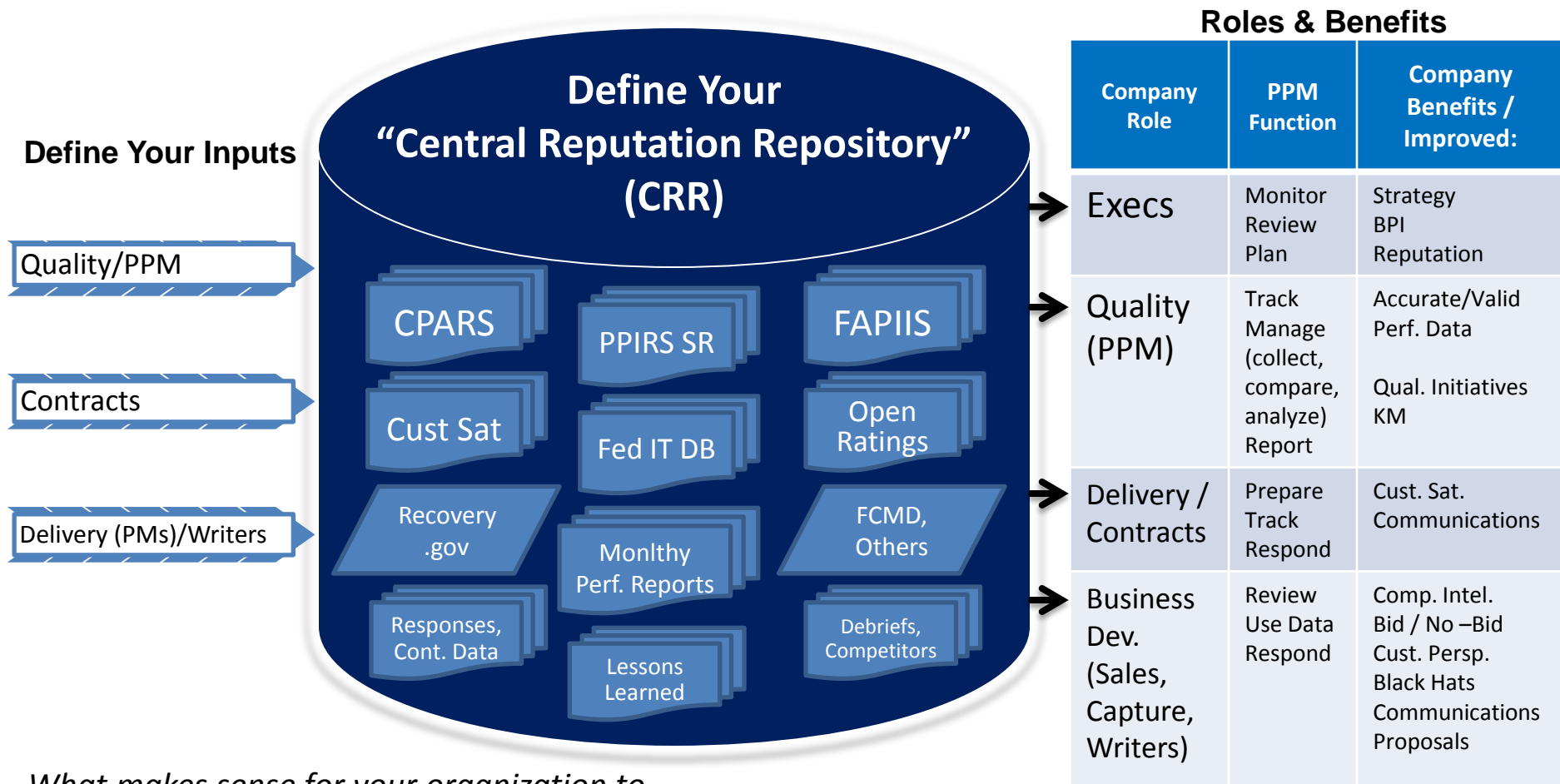
Quality	Schedule	Cost	Business	Management	Contract Ave
5	5	5	5	5	5.00
5	5	5	5	5	5.00
5	5	5	5	5	5.00
5	5	5	5	5	5.00
5	4	4	4	4	4.20
5	4	4	4	4	4.20
2	2	4	2	2	2.45
2	2	4	2	2	2.45
5	4	4	5	5	4.80
5	4	4	5	5	4.80
5	5	4	5	5	4.80
5	5	4	5	5	4.80
5.00	4.87	4.50	4.87	4.87	4.71

Linked for Drill Down



Prepare Dashboard reports for the data that represents your reputation & keep track of publicly available data on competitors for upcoming opportunities

The Broader the Base of Commitment the Better



What makes sense for your organization to maximize benefits? Ease of use, resource allocations, accountability, etc.



How Do I Benefit?



Results/Benefits from Active PPM

- **Know Exactly what the Government Can See on Your Performance Data**
- **Ensure Highest Accurate/Valid Performance Ratings**
- **Provide Easy Centralized Access to all Performance Data for Those that Need/Can Use it**
- **Improve Internal Communications**
- **Improve Customer Communications/Relationship/Satisfaction**
- **Produce Higher Quality/More Compelling Proposals**
- **Make More Informed Strategic Decisions**
- **Improve Company Reputation & Win Rate**

Start Now – the longer you wait the more you will miss



**Questions?
Comments?
Suggestions?**

Contact: Rob Muzzio
rmuzzio@ultimusperformancelc.com



Implement, Assess, Adjust, Improve...

