

M E M O R A N D U M

TO: Dick Daniel
 Rick Soehron
 Rick Woodward
 Rob Cooke

FROM: Michael G. Heaton

DATE: November 3, 1997

SUBJECT: Performance Indicators and Assurances

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Mary Scoonover has asked me to contact each of you to discuss the following questions. We need to have some idea of how you might address these questions in your program so that we can properly reflect and incorporate this information in the draft assurances package. If you have anything in writing, please let me or Dave Fullerton know where to find it. If not, a note or phone call to me or Dave with your thoughts would be fine. We are not looking for great detail or the final word; we just want to know where you are on these questions..... Thanks.

1. How will you know if/when the program is successful? What performance measure or indicators will you look at to make that decision?

2. At what point or points in time, over the life of the program will you look at performance measures or indicators? What are the benchmarks or milestones?

3. Will the program be phased? Do you have an implementation schedule worked out?

4. What happens if the performance measures or indicators show that the program is not achieving its goals and objectives? What happens if the program does not reach its benchmarks or milestones? What happens if the program does not stay on its implementation schedule? Are there contingency plans?

c: Dave Fullerton
 Mary Scoonover

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