

Management Reporting Tool

Average Turn Around Time (TAT) Handbook

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Disclaimer Statement

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Document Version Note

This document's content (Document Version 1.0 - January 2004) corresponds to the Naval Aviation Maintenance Discrepancy Reporting Program (NAMDRP) software, Version 7.00.00.



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Section One - Overview

This handbook describes how to use the Management Reporting Tool (MRT) to generate the "Average Turn Around Time (TAT) Report" in the Naval Aviation Maintenance Discrepancy Reporting Program (NAMDRP) Web site. All NAMDRP Web site registered users can access this report (except for Foreign Nationals and other users with "restricted access").

The processing of an EI, HMR, or EI/HMR typically requires multiple steps. "Turn around time" is the average number of days it takes to complete a specific processing step for an EI, HMR, or EI/HMR. The Average Turn Around Time (TAT) Report assists stakeholders in the NAMDRP process by providing the turn around time of each process step for all EI/HMR reports submitted on or imported into the NAMDRP Web site during a specified time period. Users can tailor report output by specifying which of the following they want included in the report:

- Report Type (EI, HMR, EI/HMR)
- Classification (Routine, Safety, Mishap)
- Aircraft Platform and/or T/M/S(s)
- Bureau Number
- Part Number
- CAGE Code
- Type Equipment Code
- PEO, PMA, FST, FST Subteam, or POC

Reports can display data in either graphical or tabular format. Report data can be exported to Microsoft Excel so it can be used to make custom presentations, etc.

Note: The NAMDRP Web site became the required method of processing EI/HMRs on 2 July 2001. Web site data prior to 2 July 2001 is incomplete, and no Web site data is available prior to 22 May 2000.

If you experience problems with or have questions about these procedures, contact the NAMDRP Clearing House at 1-888-832-5972. See OPNAVINST 4790.2H or 4790.15 for a complete description of EIs, HMRs, and the EI/HMR processes.

[Section Two - Open the Average Turn Around Time \(TAT\) Report Page](#)

[Section Three - Enter Report Criteria](#)

[Section Four - View Reports and Graphs](#)

[Section Five - View Records](#)

[Section Six - Copy Report Graphs and Export Report Data](#)

Section Two - Open the Average Turn Around Time (TAT) Report Page

1. Access the NAMDRP Web site as described in the *Support Tools Handbook* to open the Open DRs Page illustrated in **Figure 1**.

The screenshot shows the NAMDRP website interface. At the top, there is a header with the NAMDRP logo and the user name 'MR Team Fst4lead' with a 'Logout' link. Below the header is a navigation menu with tabs for 'myHome', 'TOOLKIT', 'CLEARING HOUSE', 'DOCUMENTATION', 'ADMINISTRATION', and 'SITE EVALUATION'. Under the 'TOOLKIT' tab, there are several links: 'DR Stats', 'Open DRs', 'Search DRs', 'Initiate DR', 'Tech. Dialog', 'Import DR', 'FST POCs', 'Contracts DB', and 'Mgmt. Tools'. The 'Mgmt. Tools' link is circled in blue. Below the navigation menu is a section titled 'Open DRs' with three dropdown menus: 'All DRs', 'All Enrolled Units', and 'Any Completed Step', followed by 'go' and 'set default' buttons. Below this is a table of Open DRs.

	RCN	EI Control Number	Nomen	Type	Last Completed Step	Date
FST Testing4 / FST SubTeam Testing 4						
	001_03FEB03	WAFEI-SE-0086-03S	LKSDJF	EI	Closing Report Approval	24-OCT-2003
	001_ALRE_03FEB03	WAFEI-SE-0028-03R	EVERYWHERE	EI	Tracer Response Approval	10-OCT-2003
	001_MISHAP_TEST	WAFEI-SE-9000-03S	NOSE LANDING GEAR DOOR ACTUATOR	EI	Preliminary Report Approval	19-DEC-2003
	002_ALRE_03FEB03		EVERYWHERE	EI	Risk Assessment Submitted	19-DEC-2003
	002_MITZI		FLOATATION, BAG	EI	Go / No Go Decision	03-NOV-2003
	002_WORKFLOW	WAFEI-SE-0092-03R	SOMEWHERE	EI	Exam Plan Submitted	08-OCT-2003
	002_test_ALRE	WAFEI-ALRE-0048-03S	BELT	EI	Material Disposition	23-JUL-2003
	003_ACK_TEST		COMMUNICATIONS SYSTEM CONTROLLER C-11825/ASN-150	EI	Go / No Go Decision	23-JUL-2003
	29JL20032		Flux Capacitor	EI	Go / No Go Recommend Approval	14-AUG-2003
	ANT-48939	WAFEI-SE-0110-03S	3434543534	EI	Go / No Go Decision	29-OCT-2003

Figure 1

2. Locate and click the "Mgmt. Tools" option available on the Toolkit Menu (**Figure 1**) to open the Management Tools Page (**Figure 2**).



Figure 2

3. Click the “Average Turn Around Time (TAT) Report” link on the Management Tools Page (Figure 2) to open the Average Turn Around Time (TAT) Report Page (Figure 3).

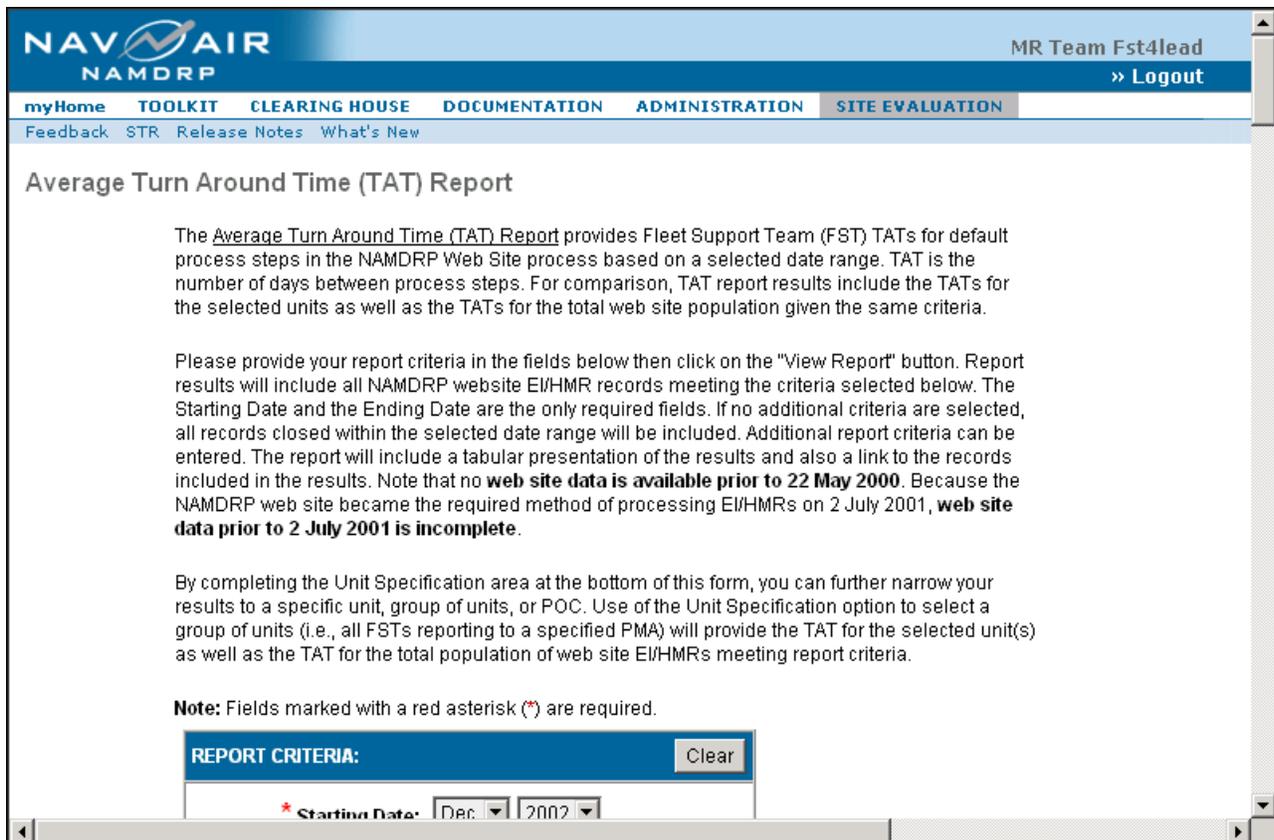


Figure 3

Section Three - Enter Report Criteria

1. **Figure 4** shows the whole Average Turn Around Time (TAT) Report Page. Use the scroll bar to access the Report Criteria Group Box, shown in larger detail in **Figure 5**.

NAV AIR NAMDRP MR Team Fst4lead
 myHome TOOLKIT CLEARING HOUSE DOCUMENTATION ADMINISTRATION SITE EVALUATION
 User Profile User Request Users Units

Average Turn Around Time (TAT) Report

The Average Turn Around Time (TAT) Report provides Fleet Support Team (FST) TATs for default process steps in the NAMDRP Web Site process based on a selected date range. TAT is the number of days between process steps. For comparison, TAT report results include the TATs for the selected units as well as the TATs for the total web site population given the same criteria.

Please provide your report criteria in the fields below then click on the "View Report" button. Report results will include all NAMDRP website EIUHMR records meeting the criteria selected below. The Starting Date and the Ending Date are the only required fields. If no additional criteria are selected, all records closed within the selected date range will be included. Additional report criteria can be entered. The report will include a tabular presentation of the results and also a link to the records included in the results. Note that **no web site data is available prior to 22 May 2000**. Because the NAMDRP web site became the required method of processing EIUHMRs on 2 July 2001, **web site data prior to 2 July 2001 is incomplete**.

By completing the Unit Specification area at the bottom of this form, you can further narrow your results to a specific unit, group of units, or POC. Use of the Unit Specification option to select a group of units (i.e., all FSTs reporting to a specified PMA) will provide the TAT for the selected unit(s) as well as the TAT for the total population of web site EIUHMRs meeting report criteria.

Note: Fields marked with a red asterisk (*) are required.

REPORT CRITERIA: Clear

* Starting Date: Dec 2002

* Ending Date: Nov 2003

Report Type: EIUHMR
HMR

Classification: All

Aircraft Platform: [Dropdown]

TMS: N/A
A-4
AH-1W
AH-1Z
AV-8B

Bureau Number: [Text]

Part Number: [Text]

CAGE Code: [Dropdown]

Type Equipment Code: [Text]

Select one of the following to search for Unit Specific Information. If no selection is made, Total Population results will be displayed, based on criteria selected above. Selecting one of the unit specifications will reload the page with the proper fields visible.

Data will include records submitted "TO" the selected PEO, PMA, FST unit(s).

UNIT SPECIFICATION:

FST Unit Selection

Unit Selection

Site Selection

POC Selection

View Report Graph Results Cancel/Return

This is a U.S. Department of Defense system. Conditions, restrictions and disclaimers apply.

HANDICAP ACCESSIBILITY PRIVACY POLICY SITE ASSISTANCE

RPT-3.1 For Official Use Only Version 6.00.00

Figure 4

Note: Fields marked with a red asterisk (*) are required.

REPORT CRITERIA:

* **Starting Date:** Dec 2002

* **Ending Date:** Nov 2003

Report Type: EI
EI/HMR
HMR

Classification: All

Aircraft Platform:

T/M/S: N/A
A-4
AH-1W
AH-1Z
AV-8B

Bureau Number:

Part Number:

CAGE Code:

Type Equipment Code:

Figure 5

2. Use the following guidelines to enter field values specifying the information you want included in your report:
 - a. Enter values in each of the following mandatory fields (shown with an asterisk (*)):
 - i. In the “Starting Date” field, use the lists of values to specify the date (month and year) on which you wish the system to begin searching for records matching your report search criteria.
 - ii. In the “Ending Date” field, use the lists of values to specify the date (month and year) on which you wish the system to begin searching for records matching your report search criteria.
 - iii. The report you generate will include data for all completed (closed) NAMDRP Web site records from the specified “Starting Date” to the specified “Ending Date”.
 - b. Select or enter values in the following optional fields if you want to further define information you want to appear in your report. None of the following fields is mandatory.
 - i. In the “Report Type” field, use the list of values to select report types (“EI,” “HMR/EI,” or “HMR”). To make more than one selection, hold **Ctrl** and click on each item you want to select. Leaving the field blank will include all report types.



Figure 6

- ii. In the “Classification” field (**Figure 6**), use the list of values to select which classifications (EI classifications are determined by risk assessment, unless changed in the Preliminary Report) you want to include (“All,” “Routine,” “Safety,” or “Mishap”). Accepting the default selection of “All” will return all existing Web site records, regardless of classification.
 - iii. In the “Aircraft Platform” field, use the list of values to specify which aircraft platform designator code to include. Leaving the field blank (no value) will include all platforms. The aircraft platform you choose determines which selection items appear in the “T/M/S” field list of values.
 - iv. In the “Bureau Number” (BUNO) field, type the aircraft bureau number you want to include.
 - v. In the “Part Number” field, type the part number you want to include. You cannot enter multiple part numbers. Leaving the field blank (no value) will include all part numbers.
 - vi. In the “CAGE Code” field, use the list of values to select the cage code you want to include. The selection list only contains cage codes associated with EI/HMRs submitted on the NAMDRP Web Site. Leaving the field blank (no value) will include all cage codes.
 - vii. In the “Type Equipment Code” (TEC) field type the type equipment code you want to include. You cannot enter multiple codes. Leaving the field blank (no value) will include all TECs.
3. Use the following guidelines with the Unit Specification Group Box (located in the lower portion of the Average Turn Around Time (TAT) Report Page (**Figure 4**)) if you want to specify which unit information to include in your report. **Figure 7** shows the Unit Specification Group Box in more detail.

Figure 7

- a. Leaving all check boxes blank in the Unit Specification Group Box will return all unit records within the constraints of the values you select in the Report Criteria Group Box (**Figure 5**).
- b. Selecting a check box in the Unit Specification Group Box opens a related group box, as shown in **Figure 8**.

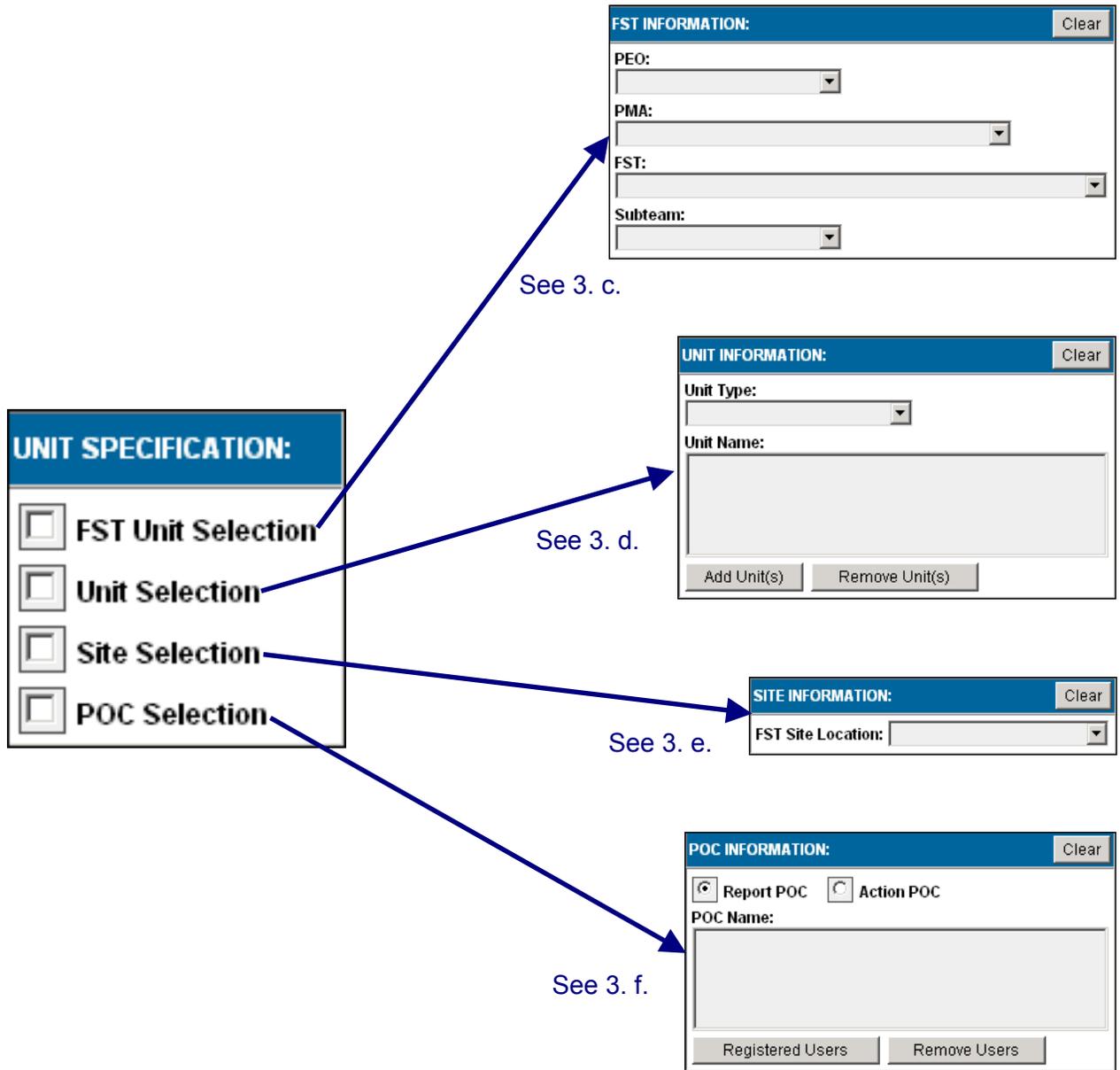


Figure 8

- c. Clicking the “FST Unit Selection” check box (**Figures 8 and 9**) opens the FST Information Group Box, shown in **Figure 9**. Use this group box to report TATs for NAMDRP Web site records submitted to specific NAVAIR type units (PEO, PMA, FST, or FST Subteams).

Select one of the following to search for Unit Specific Information. If no selection is made, Total Population results will be displayed, based on criteria selected above. Selecting one of the unit specifications will reload the page with the proper fields visible.

Data will include records submitted "TO" the selected PEO, PMA, FST unit(s).

UNIT SPECIFICATION:	FST INFORMATION:
<input checked="" type="checkbox"/> FST Unit Selection	PEO: <input type="text"/>
<input type="checkbox"/> Unit Selection	PMA: <input type="text"/>
<input type="checkbox"/> Site Selection	FST: <input type="text"/>
<input type="checkbox"/> POC Selection	Subteam: <input type="text"/>

View Report Graph Results Cancel/Return

Figure 9

- i. In the “PEO” field, use the list of values to specify that you want to include EI/HMR reports submitted to FSTs for the specified PEO. You are not required to select a PMA, FST, or FST Subteam when you enter a PEO. PEO selection is not required to select a PMA, FST or FST Subteam.
- ii. In the “PMA” field, use the list of values to specify that you want to include EI/HMR reports submitted to FSTs for the specified PMA. Entering a PMA is mandatory only if you enter a PEO and would like to select a specific FST. If you have not selected a PEO, then selecting a PMA is optional when you enter a FST or a Subteam.
- iii. In the “FST” field, use the list of values to specify that you want to include EI/HMR reports for the specified FST. Entering an FST is mandatory if you enter a PEO and/or a PMA and you would like to specify the FST Subteam.
- iv. In the “Subteam” field, use the list of values to specify that you want to include EI/HMR reports for the specified FST Subteam. Entering a Subteam is optional.
- v. Click “Clear” (**Figure 9**) if you want to clear all field entries.

- d. Clicking the “Unit Selection” check box (**Figures 8 and 10**) opens the Unit Information Group Box, shown in **Figure 10**. Use this group box to report TATs for NAMDRP Web site records submitted to specific NAVAIR type units (PEO, PMA, or FST).

Select one of the following to search for Unit Specific Information. If no selection is made, Total Population results will be displayed, based on criteria selected above. Selecting one of the unit specifications will reload the page with the proper fields visible.

Data will include records submitted "TO" the selected PEO, PMA, FST unit(s).

UNIT SPECIFICATION:	UNIT INFORMATION:
<input type="checkbox"/> FST Unit Selection	<input type="button" value="Clear"/>
<input checked="" type="checkbox"/> Unit Selection	Unit Type: <input type="text"/>
<input type="checkbox"/> Site Selection	Unit Name: <input type="text"/>
<input type="checkbox"/> POC Selection	<input type="button" value="Add Unit(s)"/> <input type="button" value="Remove Unit(s)"/>

Figure 10

- i. In the “Unit Type” field, use the list of values to select the unit type you want to include (FST, PMA, or PEO).
- ii. Click “Add Unit(s)” (**Figure 10**) if you want to open the Select Unit(s) Page (**Figure 11**), which contains a list of all Web site units available for the unit type you select in the “Unit Type” field.

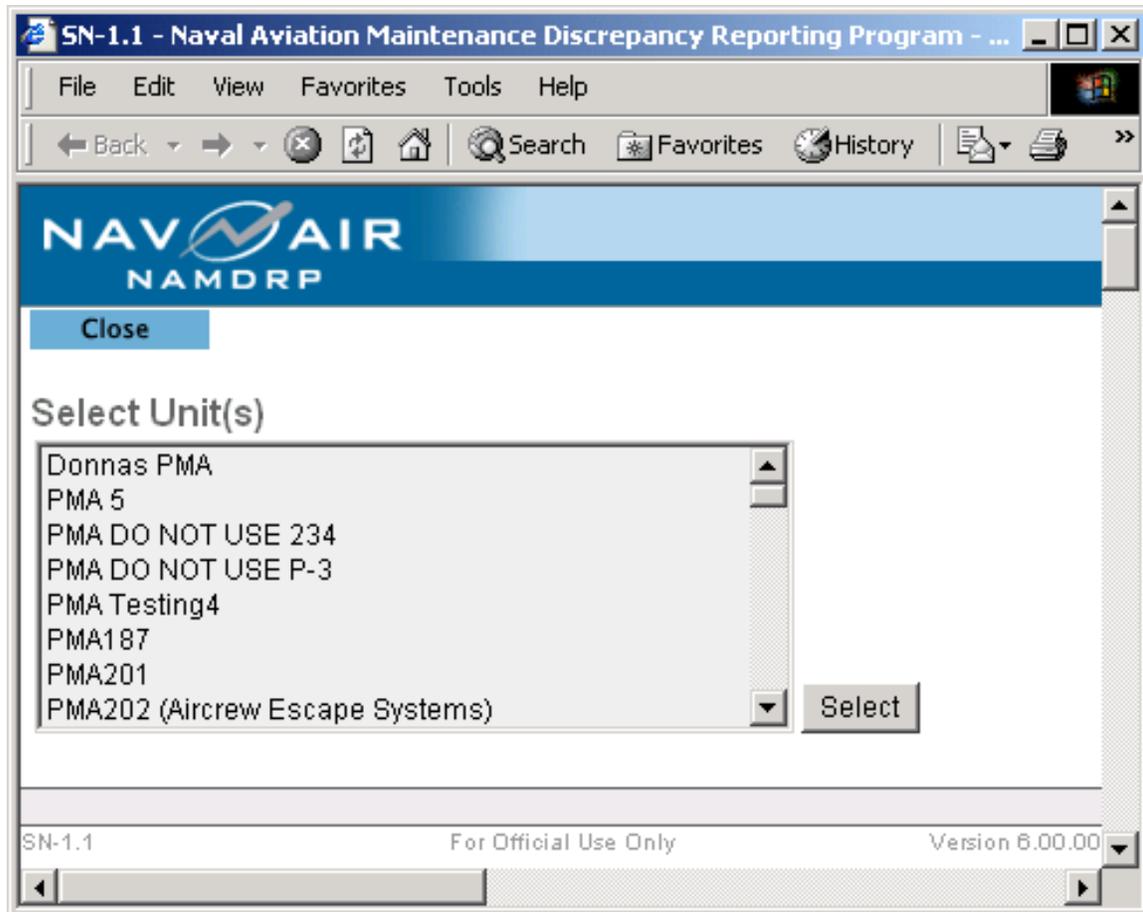


Figure 11

- When the Select Unit(s) Group Box opens, use the scroll bar to locate the specific unit name(s) you want to select.
 - Highlight the unit name or, to make more than one selection, hold **[Ctrl]** and click on each item you want to select.
 - After highlighting your selection(s), click “Select.”
 - The Select Unit(s) Page closes and your selections appear in the “Unit Name” list of values in the Unit Information Group Box (**Figure 10**).
 - Click “Close” if you want to close the Select Unit(s) Page and return to the Unit Information Group Box (**Figure 10**) without making a selection.
- iii. If you want to remove a previously selected unit name, highlight the name you want to remove in the “Unit Name” field list of values (**Figure 10**) and click “Remove Unit(s).”
- iv. Click “Clear” (**Figure 10**) if you want to clear all field entries.

- e. Clicking the “Site Selection” check box (**Figures 8 and 12**) opens the Site Information Group Box, shown in **Figure 12**. Use this group box to select the EI/HMR reports submitted **TO** FSTs at the specified site.

Select one of the following to search for Unit Specific Information. If no selection is made, Total Population results will be displayed, based on criteria selected above. Selecting one of the unit specifications will reload the page with the proper fields visible.

Data will include records submitted "TO" the selected PEO, PMA, FST unit(s).

UNIT SPECIFICATION:

- FST Unit Selection
- Unit Selection
- Site Selection
- POC Selection

SITE INFORMATION: Clear

FST Site Location:

View Report Graph Results Cancel/Return

Figure 12

- i. In the “FST Site Location field, use the list of values to select the FST site you want included in your report. Sites are grouped by organization (Org) code.
- ii. Click “Clear” (**Figure 12**) if you want to clear your field entry.

- f. Clicking the “POC Selection” check box (**Figures 8 and 13**) opens the POC Information Group Box, shown in **Figure 13**. Use this group box to select the EI/HMR reports associated with specific POCs.

Select one of the following to search for Unit Specific Information. If no selection is made, Total Population results will be displayed, based on criteria selected above. Selecting one of the unit specifications will reload the page with the proper fields visible.

Data will include records submitted "TO" the selected PEO, PMA, FST unit(s).

UNIT SPECIFICATION:

- FST Unit Selection
- Unit Selection
- Site Selection
- POC Selection

POC INFORMATION: Clear

Report POC Action POC

POC Name:

Registered Users Remove Users

View Report Graph Results Cancel/Return

Figure 13

- i. Click the “Report POC” or “Action POC” radio button to specify whether to include reports associated with a specified reporting POC(s) or with a specified user(s) who took action.
- “Report POCs” are the FST Engineers identified as the Report POC in the HMR Response, Preliminary Report, Interim Report, Closing Report, and/or Final Report.
 - “Action POCs” are users who have taken action on an EI or HMR and who are identified on the EI/HMR Summary Page (for example, the FST Team Lead who acknowledged the EI/HMR, the Engineer POC who Submitted a report to the Team Lead for approval, etc.).
- ii. Click “Registered User(s)” (**Figure 13**) if you want to open the Locate POCs for Report Search Criteria Page (**Figure 14**) so you can perform a search to locate a specific POC from a list of all NAMDRP registered Web site users.

The screenshot shows a web application interface for NAV AIR NAMDRP. At the top, there is a blue header with the logo and text. Below the header are two buttons: 'Back' and 'Close'. The main content area is titled 'Locate POCs for report search criteria:'. It contains a search form with the following fields:

Search:	<input type="text"/>	<input type="button" value="Search"/>
Last name:	<input type="text"/>	
First name:	<input type="text"/>	
Units:	<input type="text"/>	<input type="button" value="v"/>

At the bottom of the form, there is a footer with the text: 'MGMT-2.1 For Official Use Only Version 6.00.00'.

Figure 14

- iii. Use the following guidelines to enter search information as appropriate on the Locate POCs for Report Search Criteria Page (**Figure 14**). Click “Search” after selecting or typing field information to execute your query. Results of your query appear in the “Search Results” section of the Locate POCs for Report Search Criteria Page (**Figure 15**).
- In the “Last Name” and/or “First name” field(s), type all or a portion of the POC’s last and/or first name.
 - In the “Units” field, use the list of values to search for a POC name within a specific unit. Leaving the field blank (no value) will include users matching any “name” search information you enter from all units in the Search Results list.
 - Entering information in more than one search field refines your search.
 - Leaving all fields blank (no value) will retrieve a list of all registered NAMDRP Web site users.

NAV AIR
NAMDRP

Back Close

Locate POCs for report search criteria:

Search: Search

Last name:

First name:

Units:

Name	Unit/Role	Phone Number	
Data, Lisa K	FLEET Testing4 (Aircraft FST Team Lead), FLEET Testing4 (Ordnance View Only User), FST Testing4 (Aircraft FST Team Lead), FST Testing4 (Ordnance FST Engineer POC), FST Testing 5 (Aircraft Clearing House Representative), FST Testing 5 (Ordnance Clearing House Representative)	(301) 342-2254	Select Remove
Data, POC E	FST Testing4 (Aircraft FST Engineer POC)	(301) 342-2254	Select Remove
Data, Tester A	ST Testing4 (Aircraft FST Team Lead), FST Testing4 (Ordnance FST Engineer POC)	301-555-5555	Select Remove

Search Results

Figure 15

- iv. After performing a search to locate POC names, use the scroll bar to locate the individual(s) you want to select from the "Search Results" section of the page (**Figure 15**).
 - Click "Select" (located in the row containing the individual's name). You can make multiple selections. An "ei" icon appears under the blank column in the row of the recipient you select.
 - Click "Remove" (located in the row containing an "ei" icon you already selected) to remove the icon if you decide you do not want the name included.
- v. Click "Back" (located in the upper left corner of the page (**Figure 15**)) if you want to perform another search in the Locate POCs for Report Search Criteria Page (**Figure 14**). (Any POCs already selected (with the ei icon through a previously conducted search) will appear in the "POC Name" field when you return to the POC Information Group Box (**Figure 13**).)
- vi. After you identify all the names you want to select, click "Close" (located in the upper left corner of the page). You return to the POC Information Group Box (**Figure 13**). The names you selected on the Locate POCs for Report Search Criteria Page (**Figure 15**) will display in the "POC Name" field.
- vii. To remove a previously selected POC name appearing in the POC Information Group Box (**Figure 13**), highlight the name and then click "Remove Users".
- viii. Click "Clear" (**Figure 12**) if you want to clear your field entry.

4. After entering report search information, as described in Number 3 of this section, click “View Report” (**Figures 9, 10, 12, and 13**) to generate the Average Turn Around Time (TAT) Report. (See Section Four of this handbook.)

Note: A message may open before displaying your report to remind FST team leads to update records if record POC information is missing. Click “OK” to continue.

5. Click “Cancel/Return” (**Figures 9, 10, 12, and 13**) to return to the Management Tools Selection Page (**Figure 2**) without generating a report.

Section Four - View Reports and Graphs

1. Clicking "View Report" on the Average Turn Around Time (TAT) Report Page (**Figure 4**) submits your reporting information to generate the Average Turn Around Time (TAT) Report, as shown in **Figure 16**.

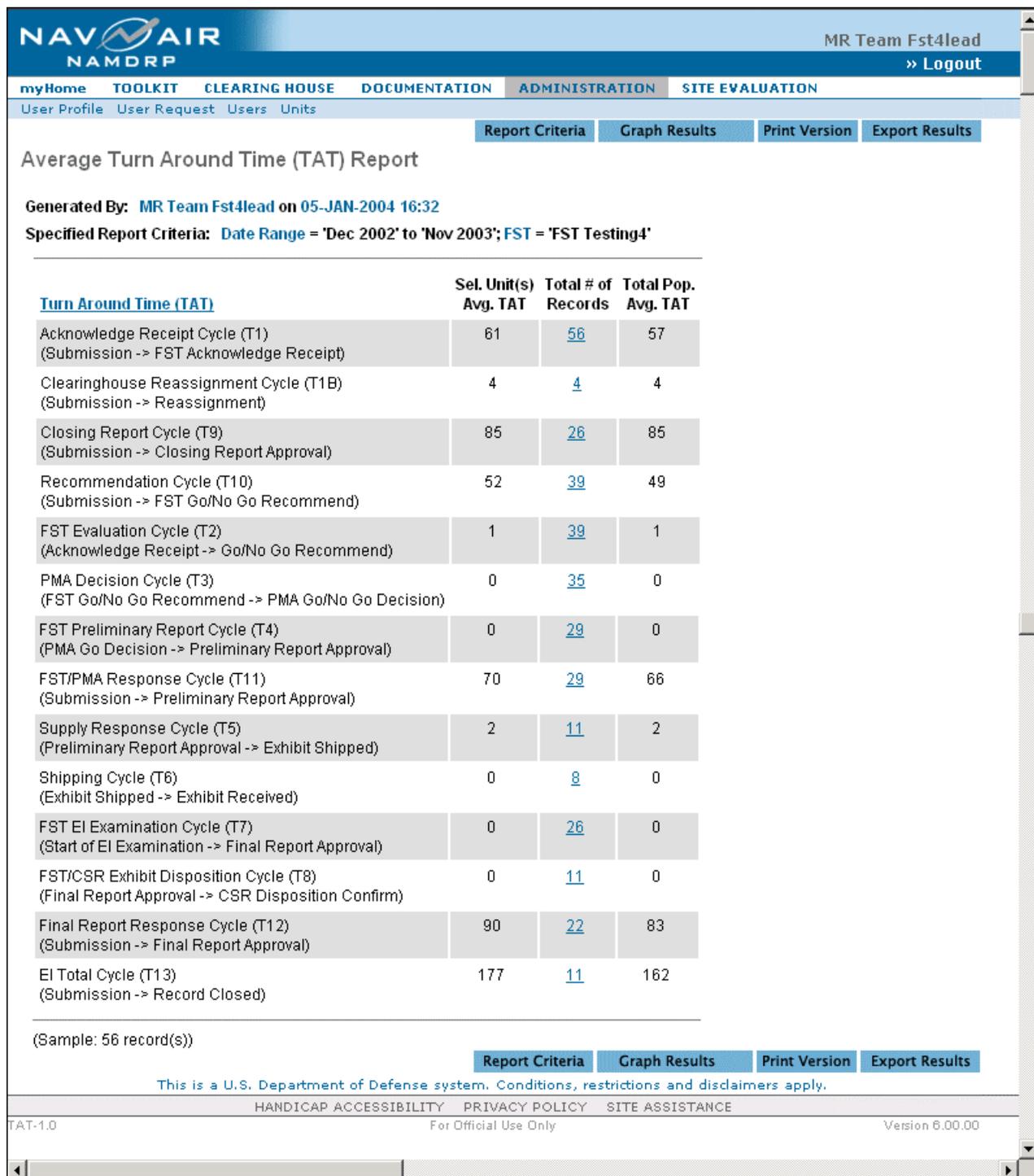


Figure 16

2. Each generated report is comprised of the basic elements identified in **Figure 17**.

a. Header Information identifies:

- the individual who submitted the report request
- the report creation date and time
- the reporting values you selected
- the Unit specification, if selected (see **Figure 8**).

b. Click the “Turn Around Time (TAT)” link to open the Engineering Investigation Process Milestone Steps chart (**Figure 19**) which shows a graphical timeline view of the process steps (specified by your reporting criteria) used to calculate the average turn around time (see Number 7).

c. The report data table includes the data you requested in tabular format.

d. If you made a selection in one of the Unit Specification check boxes (**Figure 8**), your report will include average TATs for the specified Unit(s) or POC(s) and the Total Population corresponding to your reporting criteria.

e. Click a linked value in the “Total # of Records” column to open a list of the NAMDRP Web site records corresponding to the link and the specified unit(s) or POC(s), if applicable (see **Figure 20**).

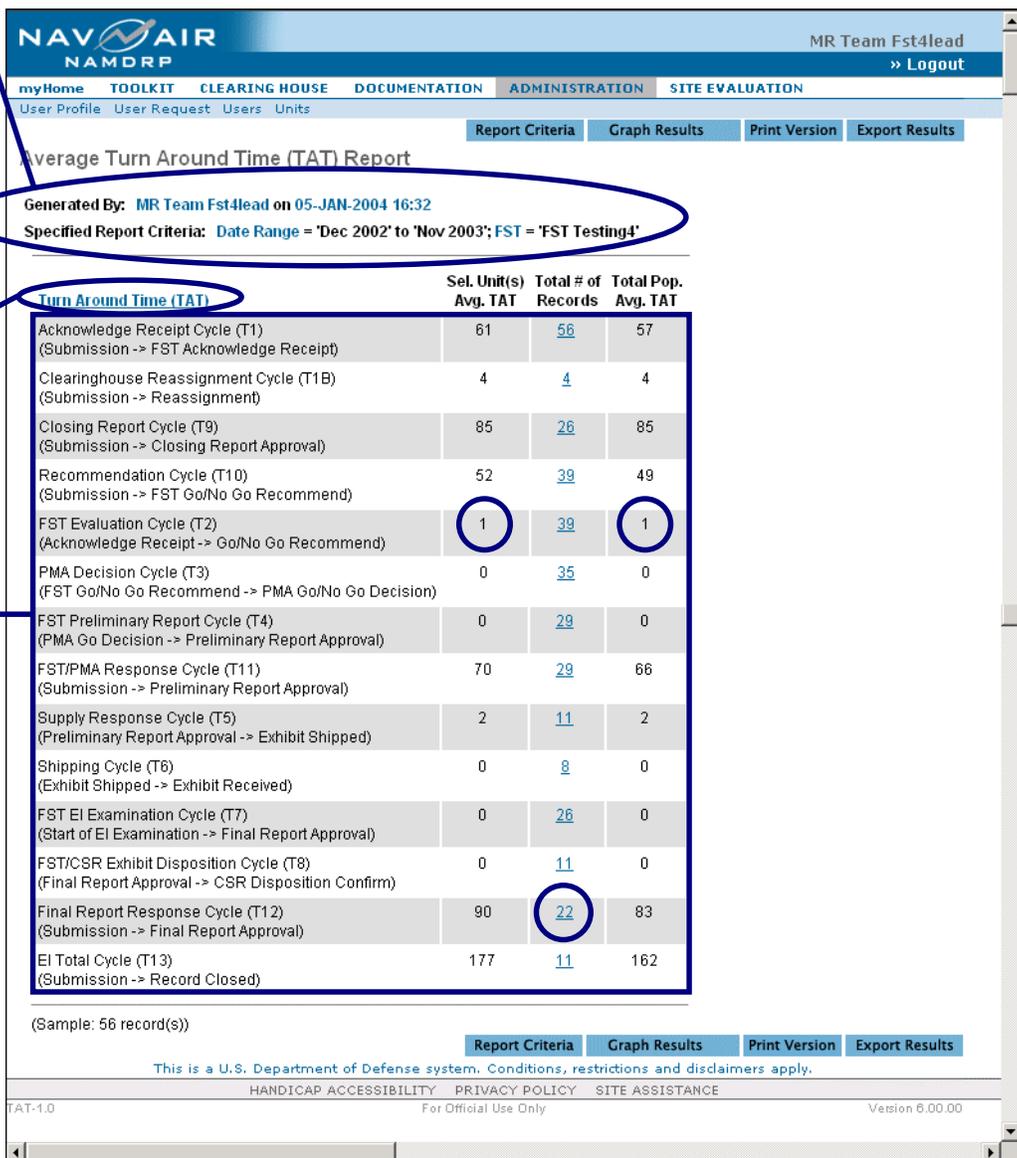


Figure 17

3. Click “Report Criteria” (located at the top and/or the bottom of your Average Turn Around Time (TAT) Report (**Figure 17 or 18**)) if you want to return to the Average Turn Around Time (TAT) Report Page (**Figure 4**) so you can edit the report information and/or unit specifications you entered. Use the guidelines in Section Three, Numbers 2 through 3 when making your changes.

4. Click “Graph Results” (located at the top and/or the bottom of your Average Turn Around Time (TAT) Report (**Figure 17**)) if you want to see the requested data in graphical format (see **Figure 18**).

- a. Header Information identifies:
 - the individual who submitted the report request
 - the report creation date and time
 - the reporting values you selected
 - the Unit specification, if selected (see **Figure 8**).

- b. The graph shows the requested data in graphical format instead of tabular format. If you used any of Unit Selection boxes (**Figure 8**), the bar graph displays the average TATs for the specified unit(s) with a comparison bar representing the total population average TAT. Only the total population average TAT displays on the bar chart if you do not use the Unit Selection boxes.

- c. Click “TAT Report” (located at the top and/or the bottom of the average TAT Bar Chart (**Figure 18**)) to return to the tabular version of the report (**Figure 17**).

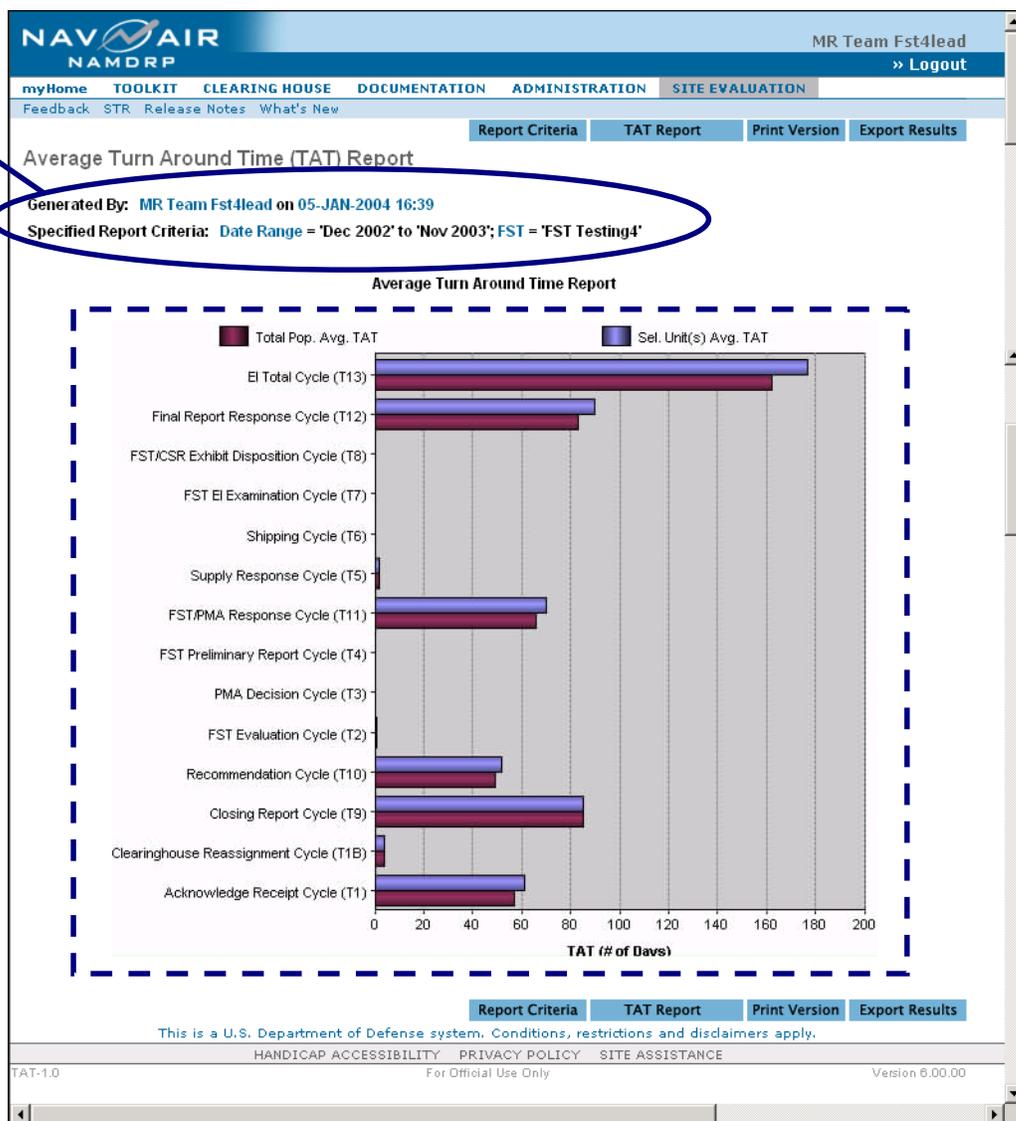


Figure 18

5. Click “Print Version” (located at the top and/or the bottom of your Average Turn Around Time (TAT) Report (**Figure 17 or 18**)) if you want to open another window containing a printer “friendly” version of the report so you can easily print it.
 - a. When the printer version of the report opens:
 - Click the printer icon on your browser toolbar.
 - Or, on the browser menu bar, click “File” to open the File Menu and select “Print”.
 - b. Click located in the upper right corner of the printer friendly report window to close the window and to return to your previously generated Average Turn Around Time (TAT) Report (**Figure 17**).

6. Click “Export Results” (located at the top and/or the bottom of your Average Turn Around Time (TAT) Report (**Figure 17 or 18**)) if you want to export the data from the report table to a Microsoft Excel file. You can create custom graphs and presentations using the exported Microsoft Excel file. See Section Six of this document to learn how to export data and how to copy a graph.
7. Click the “Turn Around Time (TAT)” link located on the tabular format of the Average Turn Around Time (TAT) Report (**Figure 17**) to open the Engineering Investigation Process Milestone Steps chart shown in **Figure 19**. The Engineering Investigation Process Milestone Steps chart shows a graphical timeline view of the process steps (specified by your reporting criteria) used to calculate the average turn around time.

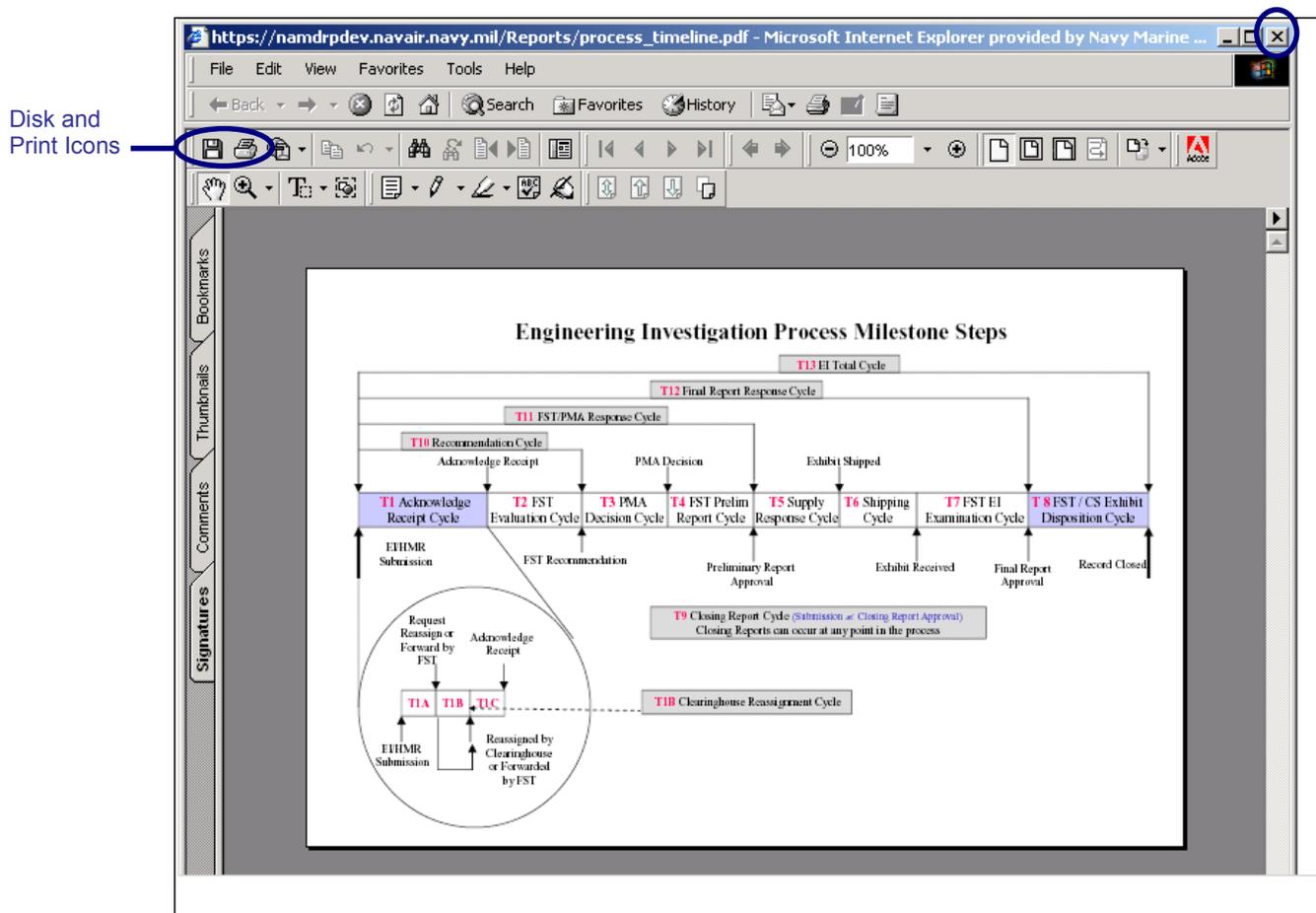
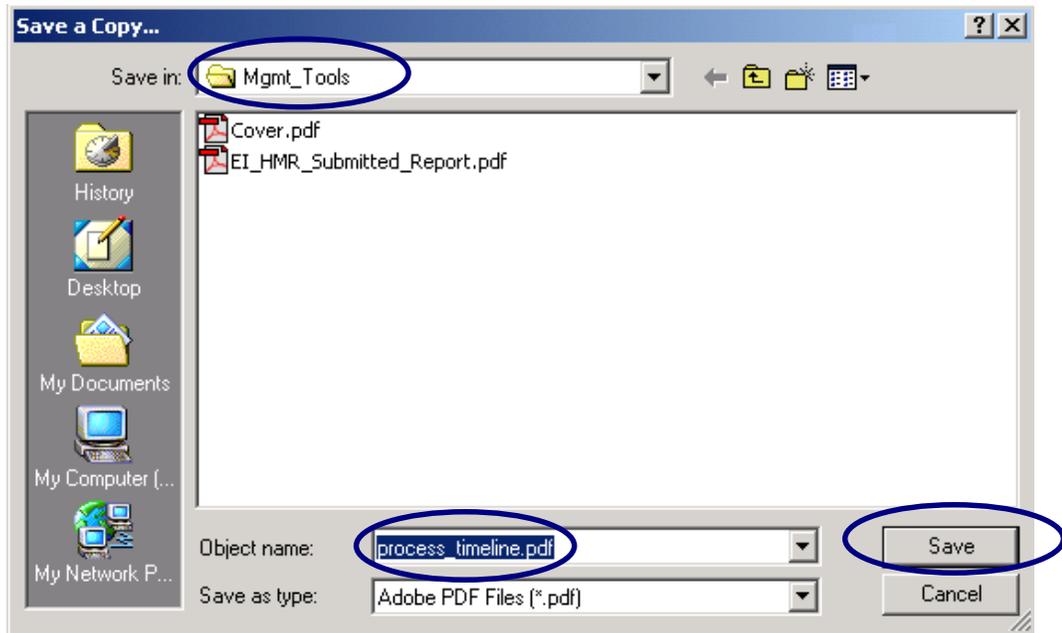


Figure 19

- a. The chart opens in a separate browser page, as shown in **Figure 19**.
- b. Use the toolbar launched with the chart to save or print the chart:
 - i. To download the chart in PDF format to your hard drive, click the Disk icon on the toolbar (**Figure 19**).

**Figure 20**

- ii. When the Save a Copy Dialog Box opens (**Figure 20**):
 - Select or specify to which folder you want to save the file.
 - Accept the file name shown in the “Object Name” field or specify another name. The file name needs to end with a pdf extension.
 - Click **Save**.
- iii. To print the chart to your default printer, click the Print icon located on the toolbar (**Figure 19**). When the Print Dialog Box opens, click (OK).
- c. Click **X** (located in the upper right corner of the browser window (**Figure 19**)) to close the chart and return to the tabular format of the Average Turn Around Time (TAT) Report (**Figure 17**).

Section Five - View Records

1. Clicking one of the linked values in the “Total # of Records” column (**Figure 17**) opens the Average Turn Around Time (TAT) Details Page, as shown in **Figure 21**.

Header Information identifies:

- the individual who submitted the report request
- the report creation date and time
- the reporting values you selected
- the Unit specification, if selected (See **Figure 8**)

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Report Criteria View Report Print Version Export Results

Average Turn Around Time (TAT) Details

Generated By: MR Team Fst4lead on 07-JAN-2004 09:00

Specified Report Criteria: Date Range = 'Dec 2002' to 'Nov 2003'; FST = 'FST Testing4'

EIR	RCN	EI Control Number	Nomenclature	Final	Closing	# Days Open
28-JAN-2003	TESTING 002 29JAN03	WAFEI-ALRE-0020-03M	SLDFJK	29-JAN-2003	29-JAN-2003	1
05-FEB-2003	BRAD-0000-0003	WAFEI-SE-0040-03S	Fan, Centrifugal		02-APR-2003	56
23-JUL-2003	Atozzolino072303		test		23-JUL-2003	0
23-JUL-2003	CARL-TEST-01	WAFEI-SE-0069-03S	TEST BENCH	23-JUL-2003	23-JUL-2003	0

Report Criteria View Report Print Version Export Results

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Figure 21

2. The Average Turn Around Time (TAT) Details Page is primarily comprised of a list of the records that match the report information and/or unit specifications you entered to generate your report and correspond to the link you selected. **Figure 21** shows the records corresponding to the “4” in the “Total # of Records” column of **Figure 17**. The page also identifies the basic header information, illustrated in **Figure 21**.
3. On the Average Turn Around Time (TAT) Details Page (**Figure 21**), locate the EI, HMR, or EI/HMR for which you want to view more details (**Figure 22**). Click on the report control number (RCN) located under the “RCN” column to open the EI/HMR Summary Page, shown in **Figure 22**. Click on your browser’s toolbar when you want to return to the Average Turn Around Time (TAT) Details Page (**Figure 21**).

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EIIHMR Summary

EI Control Nr: WAFEI-ALRE-0020-03M **RCN:** TESTING 002 29JAN03 SLDFJK
Engineering POC: [Alex Gore](#)
FST: FST Testing4 [Change/View](#)

Status	Milestone Date	
EI/HMR Initiated by FST Testing4 (Fst4lead)	28-JAN-2003	EIR
EI/HMR Submitted to FST Testing4	28-JAN-2003	
EI/HMR Reassigned by Clearing House (Ch)	29-JAN-2003	
Acknowledged Receipt of DR by FST Testing4 (Fst4lead)	29-JAN-2003	Acknowledge
Risk Assessment Submitted by FST Testing4 (Fst4lead)	29-JAN-2003	Risk Assessment
Preliminary Report Generated by FST Testing4 (Fst4lead)	29-JAN-2003	Preliminary Report
Preliminary Report Approved by FST Testing4 (Fst4lead)	29-JAN-2003	
Exam Plan Submitted by FST Testing4 (Fst4lead)	29-JAN-2003	Exam Plan
Exam Plan Approved by Customer Service Testing 4 (Cst)	29-JAN-2003	
Interim Report Submitted by FST Testing4 (Fst4lead)	29-JAN-2003	Interim Report
Interim Report Approved by FST Testing4 (Fst4lead)	29-JAN-2003	
Final Report Submitted by FST Testing4 (Fst4lead)	29-JAN-2003	Final Report
Final Report Approved by FST Testing4 (Fst4lead)	29-JAN-2003	
Material Disposition Request by FST Testing4 (Fst4lead)	29-JAN-2003	Disposition Request

EI/HMR Record Closed

Exhibit Tracking [Load Tracer Data](#) [Initiate Tracer Request](#)

Status	Milestone Date	
SLDFJK		
Exhibit Being Held by SUPPLY Testing4	28-JAN-2003	
Request Shipment by FST Testing4 (Fst4lead)	29-JAN-2003	Request Exhibit
Pending Shipment by SUPPLY Testing4		Ship Exhibit
Pending Shipping Receipt by Customer Service Testing 4		Receive Exhibit

Misc Attached Messages/Documents

File Name	File Description	Attach/View Document
<i>There are no Upload Documents for this EI/HMR.</i>		

Technical Dialogs

Subject	Last Response	Messages
<i>There are no Technical Dialogs for this EI/HMR.</i>		

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Figure 22

- Click "Report Criteria" (located at the top and/or the bottom of the Average Turn Around Time (TAT) Details Page (Figure 21)) if you want to return to the Average Turn Around Time (TAT) Report Page (Figure 4) so you can edit the report information and/or unit specifications you entered. Use the guidelines in Section Three, Numbers 2 through 3, when making your changes.

5. Click “View Report” (located at the top and/or the bottom of the Average Turn Around Time (TAT) Report “report details” Page (**Figure 21**)) if you want to return to your previously generated Average Turn Around Time (TAT) Report (**Figures 16, 17, and 18**).
6. Click “Print Version” (located at the top and/or the bottom of the Average Turn Around Time (TAT) Details Page (**Figure 21**)) if you want to open another window containing a printer “friendly” version of the report details so you can easily print it.
 - a. When the printer version of the report opens:
 - Click the printer icon on your browser toolbar.
 - Or, on the browser menu bar, click “File” to open the File Menu and select “Print”.
 - b. Click located in the upper right corner of the printer friendly report window to close the window and to return to your previously generated Average Turn Around Time (TAT) Report (**Figure 17**).
7. Click “Export Results” (located at the top and/or the bottom of the page (**Figure 21**)) to export the data from the table to a Microsoft Excel file. You can create custom graphs and presentations using the exported Microsoft Excel file. See Section Six of this document to learn how to export data and how to copy a graph.

Section Six - Copy Report Graphs and Export Report Data

1. As explained in the preceding sections of this handbook, clicking “Graph Results” on the Average Turn Around Time (TAT) Report Page (**Figure 4**) submits your reporting information to generate the Average Turn Around Time (TAT) Report in graphical format, as shown in **Figure 18**. You can copy a graph from the generated report to use in other applications or you can export report table data to Excel so you can use it to prepare other reports or customized presentations.
 - a. Use the following guidelines to copy and insert a report graph into a Microsoft Word or a PowerPoint presentation (or to another type of presentation). Note that directions for saving and inserting files into applications vary depending on the application to which you are inserting the graphic file:
 - i. After generating the graphical version of the Average Turn Around Time (TAT) Report from which you wish to copy a graph (as shown in the example illustrations, **Figures 18 and 19**), highlight the graph you want to copy.
 - ii. Right-click on the highlighted graph to open the menu shown in **Figure 23** and select “Save Picture As”.

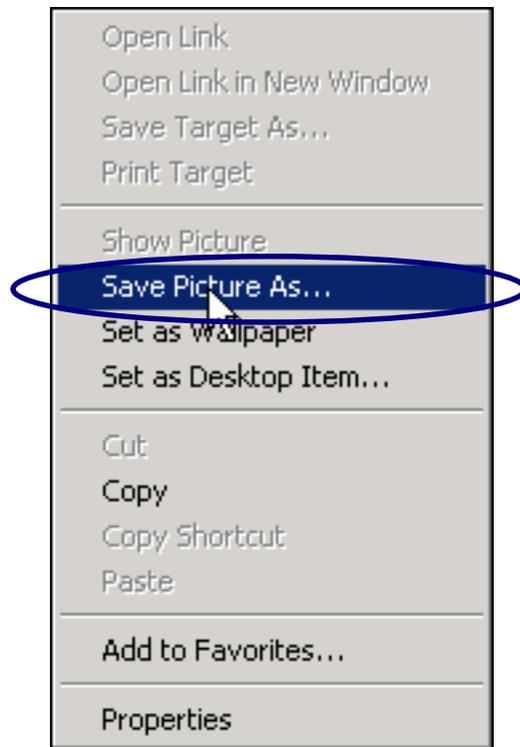


Figure 23

- iii. When the Save Picture Dialog Box opens, as shown in **Figure 24**, identify the folder to which you want to save the graphic file.

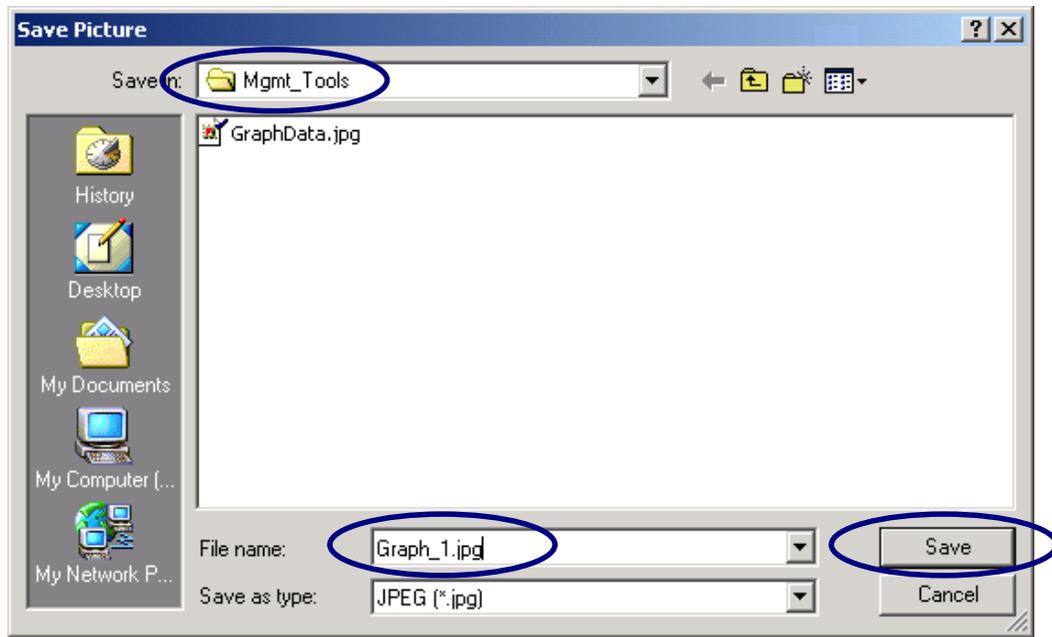


Figure 24

- iv. In the “File name” field (**Figure 24**), type an appropriate file name. The extension of the graphic file format will be either jpg or bmp. The jpg format requires the least memory and is smaller.
 - v. Click “Save” (**Figure 24**). The Save Picture Dialog Box closes.
- b. Use the following directions to insert a saved graphic file into a Word document. Note that directions for importing graphic files into applications vary depending on the application to which you are importing the graphic file:
- i. Open the Word document to which you want to import the graphic file and position your cursor in the location in the document where the graphic is to appear.
 - ii. Click “Insert” on the Word menu bar and select “Picture” and “From File” from the cascading menu (**Figure 25**).

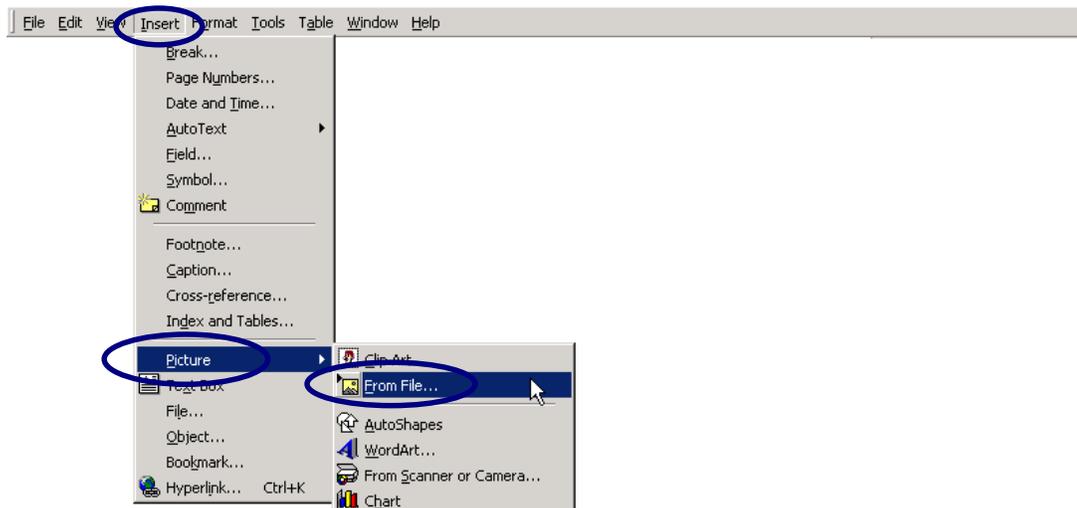


Figure 25

- iii. When the Insert Picture Dialog Box opens (**Figure 26**), locate the folder containing the file you want to insert and highlight the file name.

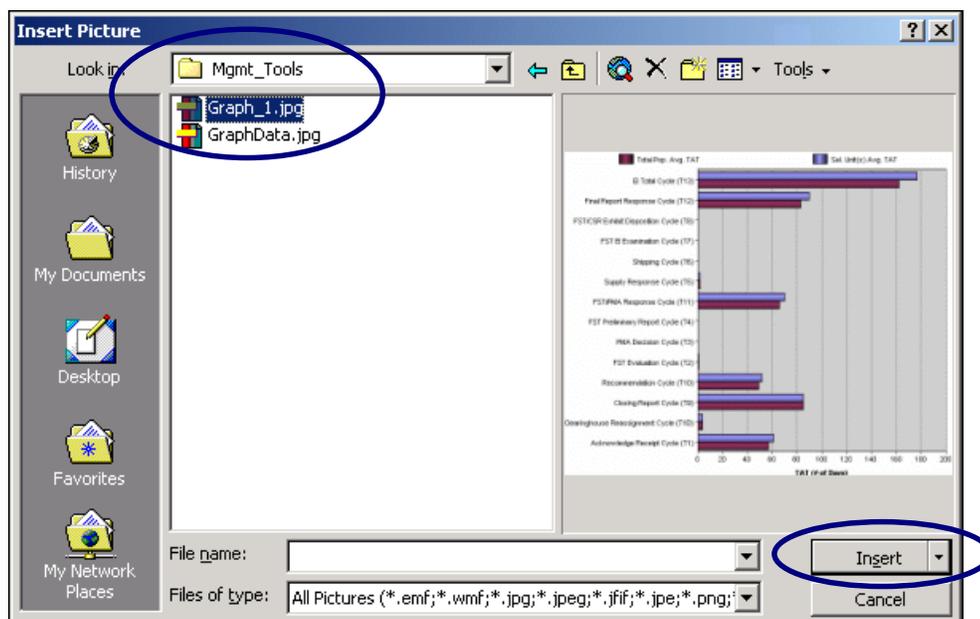


Figure 26

- iv. Click “Insert” (**Figure 26**). The Insert Picture Dialog Box closes and the graphic file you imported appears in your document.
- c. Use the following guidelines to export report table data into Microsoft Excel:
 - i. After generating the Average Turn Around Time (TAT) Report from which you wish to copy table data (as shown in the example illustration, **Figure 16**), click “Export Results” (located at the top and/or at the bottom of your Average Turn Around Time (TAT) Report) to open the File Download Dialog Box (**Figure 27**) and click “Save this file to disk”.

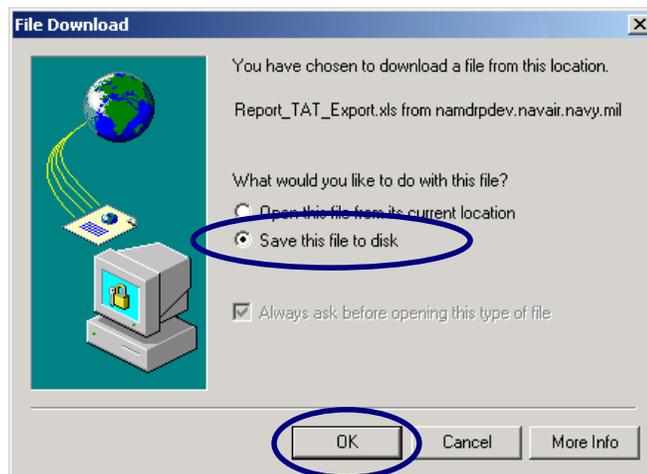


Figure 27

- ii. Click “OK” (**Figure 27**).
- iii. When the “Save As” Dialog Box opens, as shown in **Figure 28**, identify the folder to which you want to export the table data.

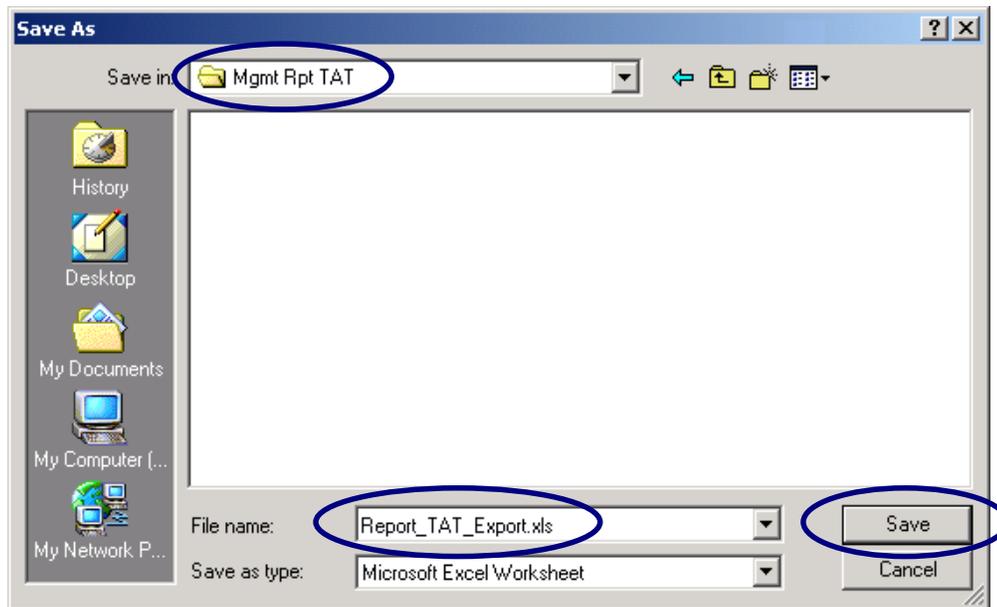


Figure 28

- iv. In the “File name” field (**Figure 28**), type an appropriate file name. The extension of the file will be xls because you are saving the file as a Microsoft Excel Worksheet.
- v. Click “Save” (**Figure 28**).
- vi. When the Download Complete Dialog Box appears, click “Open” (**Figure 29**).

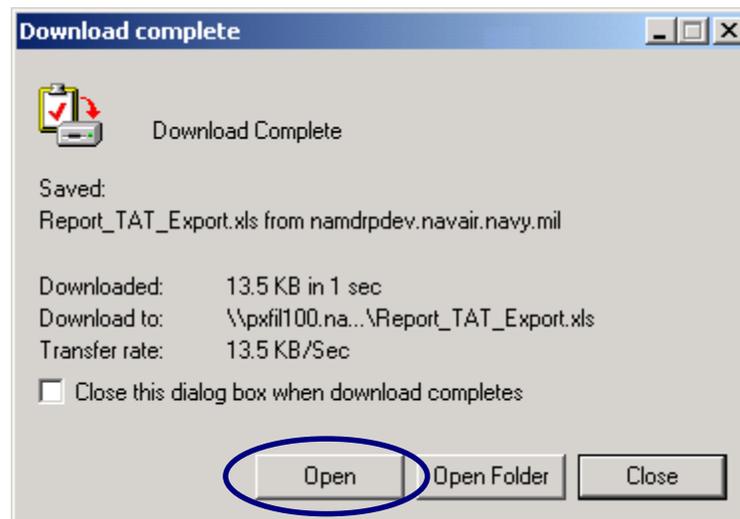


Figure 29

- vii. The Excel table data file you exported will automatically open in an Excel worksheet, as shown in **Figure 30**.

The screenshot shows a Microsoft Excel window titled "Report_TAT_Export.xls". The spreadsheet contains the following data:

	A	B	C	D	E	F
1	Cycle	Sel. Unit(s)	Avg. TAT	Total # of Records	Total Pop. Avg. TAT	
2	Acknowledge Receipt Cycle (T1) - (Submission -> FST Acknowledge Receipt)	3		24	2	
3	Clearinghouse Reassignment Cycle (T1B) - (Submission -> Reassignment)	0		1	0	
4	Closing Report Cycle (T9) - (Submission -> Closing Report Approve)	22		10	20	
5	Recommendation Cycle (T10) - (Submission -> FST Go/No Go Recommend)	4		20	3	
6	FST Evaluation Cycle (T2) - (Acknowledge Receipt -> Go/No Go Recommend)	1		20	1	
7	PMA Decision Cycle (T3) - (FST Go/No Go Recommend -> PMA Go/No Go Decision)	0		17	0	
8	FST Preliminary Report Cycle (T4) - (PMA Go Decision -> Preliminary Report Approval)	0		15	0	
9	FST/PMA Response Cycle (T11) - (Submission -> Preliminary Report Approval)	5		15	5	
	Supply Response Cycle (T5) - (Preliminary Report Approval -> Exhibit Shipped)	4		5	4	

Figure 30