

ICBS-R
Performance Measures Overview
11/9/2004

Project Sponsorship:

The ICBS Re-engineering Project (ICBS-R) is chartered by the National Wildfire Coordinating Group (NWCG) as a partnership between the USFS, BLM and the National Interagency Support Cache (NISC) Managers.

Background on Performance Measures:

The ICBS-R Project Charter requires the project to produce a business case or justification for completing the project. The business case for ICBS-R is based on saving time and effort, and increasing accuracy (fewer mistakes) by developing and implementing a re-engineered ICBS application. The business case is reviewed by the lead agency and department, and (in many cases) by partner agencies and departments and by the Office of Management and Budget (OMB). These reviewers want to see quantifiable improvements.

The National Cache Managers (and the managers of five selected Local Area Caches) are being asked to collect data on performing selected cache processes using the current technology (e.g. time, effort, accuracy, etc.). This data will be used to establish a baseline against which we will be able to quantify future improvements upon implementation of ICBS-R.

For example, today the inventory process is recognized as a time-consuming and labor-intensive effort for many caches. By re-engineering ICBS and implementing automated input technology (AIT), we plan to be able to complete these activities much more quickly, saving both time and money. Knowing how much time these activities currently take and the labor costs involved will give us critical baseline data.

After implementing the re-engineered ICBS, the project will request updated data from the caches using the new system. This will allow the project to compare the time and labor costs associated with doing the same tasks after implementing ICBS-R with data from before implementing ICBS-R. The project's hope is that we will be able to identify and quantify time and cost savings. These quantifiable improvements will help agency managers justify continued investment in ICBS-R activities.

The Job At Hand:

The ICBS Re-engineering Project (ICBS-R) recently sent a spreadsheet "tracking form" and a "clarification" document to each National and selected Local Area Caches to gather performance measure data on the following common cache processes:

- Receipts – Receiving incoming supply items from a supplier or another cache. This process includes offloading a truck or trailer and documenting the items and quantities received.

- Receipt Input – Entering the above information into an automated inventory management tool (such as ICBS).
- Returns - Receiving incoming supply items that have been “returned” from a fire or non-fire incident. These items might be used or unused, but have been previously issued to an incident. This process includes offloading a truck or trailer; documenting the items and quantities received; and documenting the condition of the supplies (i.e. ready for issue; needing refurbishment or “survey” – to be disposed of/destroyed).
- Return Input – Entering the above information into an automated inventory management tool.
- Physical Inventory – Counting the physical inventory in a cache and reconciling the count with existing records. This is normally required to be performed once each year.
- Inventory Input – Entering the above information into an automated inventory management tool.
- Fire Loss – Each cache is required to calculate a percentage of supplies that have been issued to an incident that are returned to the cache system. This information is used to identify large incidents for which the use/loss rate exceeds established parameters and is considered excessive. If more than one cache has provided supplies to an incident, the primary cache must incorporate data from other supporting caches to develop overall loss rates for an incident.
- Issue Input – This process involves filling a resource order (or other order) by creating a supply issue in an automated inventory management system. It also includes forwarding a portion of an order to another cache, if necessary, and for that cache to create an issue at their cache.

The project team will assist the caches in properly collecting this data so it will be as useful and meaningful as possible.

Contact Information:

Caches needing help with this process may contact Bonny Resner at 406-329-4949, or Bob Behrner at 218-327-4578 for assistance.