

ART 4.2.1.2.2 Perform Essential Personnel Services

Essential personnel services include customer service, awards and decorations, evaluation reports, promotions and reductions, transfers and discharges, , leaves and passes, military pay, personnel action request and other S-1 support (officer procurement, line-of-duty investigations, AR 15-6 investigations, suspension of favorable actions/Bars to reenlistment, citizenship/naturalization, congressional inquiries, identification card and tags). (FM 1-0) (USAAGS)

NO.	Scale	Measure
01	Yes/No	Personnel actions let Soldiers know their contributions were valued by that organization.
02	Yes/No	Every Soldier, Army civilian or authorized contractor in the area of operations has required identification documents.
03	Yes/No	Unit recognition program fairly, equitably, and accurately recognized contributions made by unit or individual.
04	Yes/No	Unit personnel promotions and reductions occurred on a timely, fair and equitable basis.
05	Time	To process action (on average).
06	Time	To verify eligibility for ID documents (on average).
07	Time	To process award or decoration (on average).
08	Time	To process evaluation reports (on average).
09	Time	To process promotion or reduction (on average).
10	Time	To process leave or pass (on average).
11	Time	To initiate and process line of duty investigations (on average).
12	Percent	Of number of actions returned for incompleteness.
13	Percent	Of personnel actions processed correctly.
14	Percent	Of line of duty investigations completed in a timeline prescribed by Army regulation.
15	Percent	Of pay inquiries successfully completed.
16	Percent	Of evaluation reports submitted after timelines prescribed by Army regulation.
17	Percent	Of accuracy in the preparation of ID documents.
18	Number	Of promotions per grade in a given period.
19	Number	Of identification documents processed and issued.

20	Number	Of pay inquiries resolved during a specific period.
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Supporting Collective Tasks:

Task No.	Title	Proponent	Echelon
12-1-1215	Manage Theater Gateway Personnel Accountability Teams	12 - Adjutant General (Collective)	Battalion
12-6-0007	Perform Essential Personnel Services	12 - Adjutant General (Collective)	Brigade