

ABSTRACT

Development of a Systematic Approach to Selection and Application
of Work Measurement Methodologies in High Technology
Environments. (December 1994)

Susan Lynn Murray, B.S., Texas A&M University;

M.S., University of Texas at Arlington

Co-Chairs of Advisory Committee: Dr. Joseph J. Pignatiello, Jr.
Dr. James Hennigan

In this research a unique systematic approach based on a multiattribute decision analysis selection process is developed. With the systematic approach work measurement selection criteria are identified, weights are assigned to the selection criteria, and the performance against the criteria is quantified for various work measurement methodologies. An application of this systematic approach at the National Aeronautics and Space Administration (NASA) Kennedy Space Center (KSC) is presented. The requirements of applying traditional work measurement methodologies in high technology environments including the determination of time allowance factors and time adjustment factors are also addressed.