

Data Collection Team Meeting May 5, 2009

DCT
MAY 2009
CHRP

AGENDA

- SET UP
- CHECK IN
- TASK 1 - TEAMS EVAL
- TASK 2 - METRICS
- EVAL
- TASK 3 - Newsletter

→ TEAM EVALUATIONS

AC	083 084		084
AS	079 082		80 082
LA	072 074	075	078
IN	083 086	084	085
TE	072 073	075	73 074
OR	084 087		85 086
SK	092 091	100 096	095 96 89 98 103
LM	098	097	095
EM			
PE			

A: WRITTEN GUIDANCE IS AVAILABLE TO ASSIST ^(guidelines) ME IN DOING MY JOB.

- SOP's are available AT ALL LOCATIONS
- CUSTOMER'S QUESTIONS CAN BE ANSWERED
- EMPLOYEE CONFIDENCE WOULD INCREASE
 - All employees have read the guidelines + sign to having read them + understood them.
 - Training + assistance are available to clarify/ implement the guidelines.

B: DECISIONS ARE CONSISTENT WITHIN OUR DEPT. / WORKPLACE.

MGRS WOULD HAVE SAME (CONSISTENT) BASIC ANSWERS

- WRITTEN MANUAL listing Policies + Procedures
- CONSISTENT STANDARDS
- EMPLOYEES CONFIDENT IN LHS DECISIONS
 - Test decisions made to ensure consistency (using a department-wide exercise, etc.)

C: I SEE LMS ... AS EFFECTIVE.

CLEAR CHAIN OF COMMAND
EMPLOYEE TRAINING AND
DEVELOPMENT IS ^{FULLY} IMPLEMENTED

People can tell you what the chain of command
is btw them and department head.

Decisions are consistent.

Fair, Effective, Productive, VISIONS BEING
IMPLEMENTED!

D: EMPLOYEE SATISFACTION IS
TAKEN SERIOUSLY BY LMS

- DECREASED T/O

- develop employees for achievements

- LMS PROMOTIONS

- FORMAL RECOGNITION OF
ALL ACHIEVEMENTS

- EMPLOYEE CONCERNS, SUGGESTIONS, ETC
ARE BEING ADDRESSED

- Recommendations from professional staff are
taken seriously.

E: ACCURATE INFORMATION IS
DISTRIBUTED IN A TIMELY
MANNER.

Customer surveys
in-house surveys
(call each site/division to ask questions & test
accuracy/consistency)

Test how long it takes for info/materials to be
distributed

- MINUTES FROM DIRECTORS MTG. ²
DISTRIBUTED TO ALL

Employees would HEAR ABOUT CHANGES
BEFORE THEY ARE IMPLEMENTED.

P R G A

A	5	3	3	1
B	9	4	2	1
C	2	1	5	4
D	10	4	0	2
E	19	10	1	3

7.6
6.4
4.9
3.9

DETAILED
FRAGMENTED

