

PERFORMANCE MANAGEMENT COUNCIL



AGENDA

Performance Management Council

Meeting 35

Wednesday, January 21, 2015, 9 – 10:30 a.m.

**University of Southern California State Capital Center
1800 I Street, Sacramento, CA**

Meeting Topics:

- 9:00 – 9:10** **Welcome, Introductions – Happy New Year!!**
- Welcome and Introductions
- 9:10 – 9:25** **Little Hoover’s Study**
- Customer Service – Californians’ Interaction with State Government
Carol D’Elia, Director and Tamar Lazarus, Project Manager
- 9:25 – 9:40** **GO-BIZ – Lean6Sigma Pilot Program Update**
Andrew Sturmfels, Deputy and Poonum Patel, Specialist
- 9:40 – 10:20** **Review & Update PMC Charter**
Grace Koch and Louise Amegin, PMC Co-Chairs
- 10:20-10:30** **Wrap- Up**

Thank you for participating.