

# PERFORMANCE MANAGEMENT COUNCIL



**Meeting Summary**  
**Performance Management Council**  
**Meeting 34**  
**Wednesday, October 8, 2014, 9 – 10:30 a.m.**  
**University of Southern California State Capital Center**  
**1800 I Street, Sacramento, CA**

## **Meeting Topics:**

### **Welcome & Introductions**

Business: PMC members are encouraged to provide feedback through a survey that is available on the [PMC's page of the CA Best Practices Wiki](#). You may wish to bookmark the link, so it can be easily accessed after each meeting.

- PMC Feedback Survey: <https://www.surveymonkey.com/s/PMCpresentation>

### **Performance Management Survey** - PMC Group Discussion, survey and next steps

- After reviewing the past survey and methodology, the group discussed the purpose for a new survey, benefits of survey data, and other key considerations regarding surveying departments. The following key points were identified in this discussion:
  - Need to explore other current survey efforts underway (GovOps and USC/LA)
  - Any survey needs to ensure that the intent and desired outcomes are planned out and confirm questions are appropriate to maximize data utilization
  - Keep in mind that knowing the current status of Strategic Planning and the use of Performance Measures is helpful, but another key aspect is knowing why some departments are successful in these areas; what are they doing that leads to their success that others can replicate
  - There can be a difference of perception on the status and use of SP/PM within departments (Exec's believe it to be one way, and the staff doing the work in the departments can have a different view)
  - Case studies provide valuable information by providing more details on successful implementations/lessons learned
  - Need Union participation/inclusion
  - Consider phases of analysis or separate deliverables for separate efforts that are related and reinforce each other
- Next Steps
  - Group decided to form a small group to draft a project plan/scope for the project(s)
  - Grace and Louise will contact those that voiced interest in participating

**Government Transformation 2015 Advisory Council**, Dave Rechs, GovOps  
Dave provided an update on the current efforts regarding the advisory council and the planning efforts for the upcoming forum:

- **Government Transformation 2015**
  - Date: Wednesday, February 4, 2015
  - Location: Sacramento Convention Center
  - Vision: All of us would agree that we could better serve California by streamlining operations, creating customer-centric services, modernize state processes, improving collaboration between the policy and legislation makers, creating an empowered workforce, effectively leveraging technology, and developing leaders for the future. Transforming Government requires a multi-prong approach so that all elements are involved and have a stake in success at this endeavor. This Forum will serve as a discussion starter by bringing expertise and experience together with motivated leaders in government to examine the challenges and issues, gather information, and network on solutions.
  - Areas of Focus: This forum will have four educational disciplines: Workforce Development, Customer Service, Improving Organizational Outcomes, and Procurement.
  - Event Format: This will be a one-day conference made up of General Sessions that will apply to the entire attendee population and shorter breakouts to focus on specific areas of interest. Attendees would be Government leadership with representatives from state and local government, and higher education.

**GO-BIZ – Lean6Sigma Pilot Program** Poonum Patel, Go Biz

Poonum provided the group with an outstanding summary on the Pilot program and how they are moving forward with the next cohort. Poonum provided the following materials that were presented, as well as information on how to apply for consideration for the next cohort:

- If there is interest we are recommending that they reach out to us first, we've already met with a number of departments already so depending on where the interest is we may need to schedule briefing sessions with them and their executive management if they haven't already gotten one.

Here is a brief description of each of the documents uploaded to the Wiki:

1. **Project Proposal Form**: We are asking each department interested in participating to fill out this form. Our intent is to get interested departments to start thinking about what project/s they want to work on in this program. Towards the end of the year we will schedule time for the contractor and participants to go over the proposals in more depth to make sure that projects picked are a good fit for the program and expectations are clearly laid out.

**Other supporting documents to help with filling out the Project Proposal Form:**

2. **Program Summary:** A copy of our program summary that provides information on the program and provides descriptions and tips on selecting the participants (Green Belt, Champion, Executive Sponsor, and other team members)
  3. **Project Selection:** Our tips on selecting the right project for this program.
  4. **2014 Lean 6-Sigma Green Belt Project Summaries:** Summaries of the Green Belt projects that were worked on in the initial 2014 cohort.
- Other materials provided by GoBiz also uploaded on the Wiki:
    - PMC PowerPoint presentation
    - Weboage Program Summary pdf
    - 2014 Lean6Sigma Green Belt Project Summaries pdf
    - Lean6Sigma Presentation Template Cap
    - Link to GO-Biz Lean 6 Web Portal:  
<http://www.business.ca.gov/Programs/Permits/Lean6SigmaTrainingProgram.aspx>

### **Water Board Lean6Sigma Presentation, Micah Reich**

Micah provided a great presentation on the project implemented at the California State Water Resources Control Board and how they utilized the training and tools to analyze and radically improve eligibility determinations:

- Please see the attached presentation for presentation details uploaded on the Wiki.

***Thank you for participating.***