



Performance Excellence Review

Frankie Jackson and Jennifer Miller met on **May 24, 2018** and **May 31, 2018** to review the department's performance excellence program and progress. The department has made significant headway resulting in an estimated rating between a 3.8 and 4.2, with teams performing at varying levels. Between now and August 1st, Frankie and Jennifer will be working to capture the current state of the department's results, striving to quantify results from every team in the department. Plans are underway to finalize each team's key performance indicators and show results for each key area in the organization.



Last year we set forth the following transformation agenda. In some teams we were successful. In others we still have a long way to go. This will continue to be our focus as we move into 2018-2019.

2017-2018 Transformation Agenda

L&V-6.1	Review goal process
L&V-7.1	Review KPI development and analyze results
L&V-8.1	Assess team and staff capability and capacity
L&V-9.1	Review processes being developed and processes that need improvement
L&V-10.1	Review team cross training plans

