



California Awards for Performance Excellence™

Worknet of Merced Executive Briefing

5/26/2009

Confidential

1



Agenda

- **Introductions**
- **Key Issue List**
- **The Examination**
- **Your Evaluation**
- **Wrap up and Closing**



Introductions

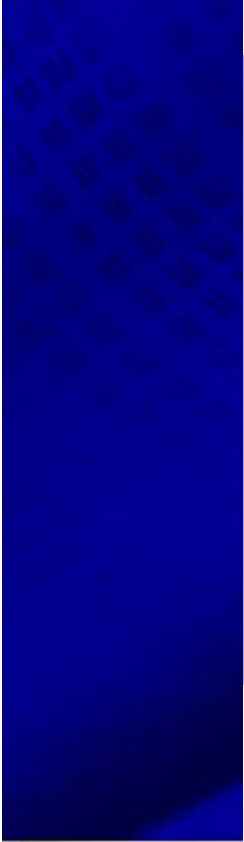
- **Lead Senior Examiner**
 - **Government, Non-Profit , Healthcare**
 - **National & State Experience**
 - Judge
 - Former CAPE Vice Chair

- **Second Senior**
 - **Business**
 - **Non-profit**
 - **Extensive State Experience**
 - Judge
 - Former CAPE Chair



Key Issues

- List the issues that you would like to see answered in today's session.



The Examination



The Examination Process

➤ Stage 1 Independent Evaluation

- Each member of the team evaluates the application independently and develops strengths and opportunities for each item.

➤ Stage 2 Consensus

- The team comes together and comes to consensus on a common set of strengths and opportunities for each item. They consense on Prospector Level achievement. Due Diligence is conducted by CCE.



Process Scoring

➤ Approach (A)

- The methods used by an organization to address the Criteria Item requirements.

➤ Deployment (D)

- The extent to which an approach is applied. Evaluated on the breadth and depth of application.

➤ Learning (L)

- Refers to the new knowledge or skills acquired through evaluation, study, experience and innovation.

➤ Integration (I)

- Harmonization of plans, processes, information, resource decisions, actions, results, and analyses to support key organization-wide goals.



Results Scoring

➤ Levels

- Numerical information that places or positions an organization's results and performance on a meaningful measurement scale.

➤ Trends

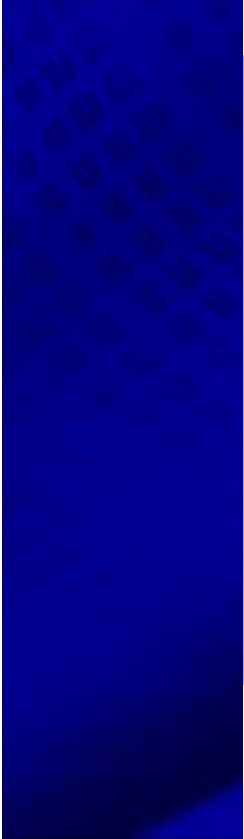
- Numerical information that shows the direction and rate of change in results.

➤ Comparisons

- Numerical information that shows how the subject organizations results compare to other organizations.

➤ Linkages and Gaps

- How the results utilized by the organization are linked to their stated goals and objectives and where gaps in that information may exist.



Your Evaluation



Category 1: Leadership

➤ Key Strengths

- Strategies for achieving high performance
- Governance, social responsibility and accountability, ethics

➤ Key OFIs

- Deployment of M/V/V and ethics training to partners
- Learning: evaluating the effectiveness of communication and ethical approaches for prevention of issues



Category 2: Strategic Planning

Key Strengths

- Strategic Planning Process
- Action plan development process

Key OFIs

- Strategic goals do not appear to address strategic challenges
- Goals do not appear to be “strategic”
- Action plans: no performance measures, timelines, relation to strategic goals



Category 3: Customer & Market Focus

➤ Key Strengths

- Customer requirement determination process
- Relationship building
- Customer satisfaction determination

➤ Key OFIs

- Process for analyzing listening results from all sources
- Deployment of approaches to business customers




Category 4: Measurement, Analysis, and Knowledge Management

➤ Key Strengths

- **Swipe Card for data collection**
- **Easy access to information**
- **Six-step Performance Review Process**
- **Data quality, security, confidentiality**

➤ Key OFIs

- **Deployment of information to business customers**
- **Building knowledge assets**
- **Security of paper files**



Category 5: Workforce Focus

➤ Key Strengths

- Employee recognition approaches
- Employee development
- Workforce engagement assessments
- Employee supports: benefits, etc.

➤ Key OFIs

- Deployment of workgroups across organization
- Linkage between training and results
- Organization-wide capability assessment
- Using satisfaction/dissatisfaction results for improvement
- Ensuring security of workforce



Category 6: Process Management

➤ Key Strengths

- Core Competency determination process
- Work system and work process design processes
- Use of monitoring for process management

➤ Key OFIs

- Deployment of emergency plan
- Deployment of Rapid Workflow Process Model



Category 7: Results

➤ Key Strengths

- Usage of Universal Access
- Entered Employment Rate trends
- Customer satisfaction trends
- Employee Empowerment Survey results

➤ Key OFIs

- Absence of business customer results
- Absence of customer dissatisfaction results
- Results of workforce survey strongly disagree that Worknet provides “Training I Need”



Category 7: Results

➤ Key Strengths

- Key work process results (EER, Earnings Change, voucher processing)
- Excellent social responsibility results: ethics, audits, monitorings

➤ Key OFIs

- Declines in job matching related results since 04/05
- No process effectiveness results for: business customers
- Trends for strategic goals
- Absence of citizenship results



Next Steps

- **Continue the Journey!**
 - Most organizations apply multiple times, especially at the national level before achieving top award levels.
 - Gold and national winners tell us that the most effective way of continuing the journey is to have as many employees involved as CAPE Examiners.
- **Use the Feedback from this process as a tool to continuous improvement.**
- **Take appropriate actions based on the Feedback and your business results.**



Next Steps

- We hope to have you back again next year!
- Please also consider applying for the Baldrige National Quality Program.
- Take advantage of your complimentary seat at Examiner Training!



Questions and Answers

- Review of “Key Issues”.
- Any additional Questions?



Thank You!