

NCDOT Productivity Services Action Plan

OBJECTIVE #1 The members of Productivity Services Section will be recognized as leaders in re-engineering and continuous process improvement throughout the Department of Transportation.

Measures of Success:

- All support systems are developed and marketing and promotion are in progress.
- Customer surveys indicate high satisfaction with re-engineering and CPI services.
- Requests for services exceed capacity to support (backlog of requests).

Strategy 1 - Actively market re-engineering and continuous process improvement.

| Actions/Tasks | Who | Resources/Comments | Target Date |
|--|---|---|--|
| 1. Develop Program Materials a) CPI Guide b) Facilitator Reference Toolbox c) Team Tools & Techniques (T-3) d) Assessment Instruments: 1) Processes 2) Culture e) Strategic Planning Guide f) Facilitator's Briefcase | a) Glenn b) Walt c) Don d) James e) TBD f) Glenn | Time for research and development. c) Modular design by tool. d) Can be added at a later time as it is not critical to initiating this program. e) Must be compatible with State Planning Process. | a) Done b) Jul 97 c) Oct 97 d) 1998 e) 1998 f) 1998 |
| 2. Train Engineers and Trainers a) Identify Needs (T-3, Trainer, Presentation, CPI, etc.) b) Acquire/Develop c) Train/Internship | a) Ron b) Ron/Depends c) T&D/Mentor | Time and/or budget. Different individual needs may require different resources. | a) Done b) Per Person c) Per Person |