



Division	School Plant Operations
Name	Dianne Jones
Date	July, 2019

CORE VALUES (Should/Shouldn't)	PURPOSE (Why)	TARGETS (2-3 YRS) (Where)	GOALS (1YR) (What)																						
<p><i>Getting It Done</i></p> <p><i>Responsiveness</i></p> <p><i>Relationships</i></p> <p><i>Excellence</i></p> <p><i>Integrity</i></p> <p><i>Loyalty</i></p> <p><i>Respect</i></p>	<p><i>Actions</i> (To Live Values, Purpose)</p> <p>Therefore, we will develop, support, recognize and empower highly qualified employees to provide superior service to our customers. The work of this plan will focus on the following areas.</p> <table border="1"> <tr> <td>1.</td> <td>Workforce Excellence</td> </tr> <tr> <td>2.</td> <td>Customer Satisfaction</td> </tr> <tr> <td>3.</td> <td>Organizational Effectiveness</td> </tr> </table> <p><u>Purpose</u></p> <p><i>To provide facility environments that are conducive to health, effective teaching and learning</i></p>	1.	Workforce Excellence	2.	Customer Satisfaction	3.	Organizational Effectiveness	<p><i>Key Areas</i> (2-3 Year Priorities)</p> <table border="1"> <tr> <td>1.</td> <td>Qualified leaders are available to fill leadership positions and enhance organizational stability</td> </tr> <tr> <td>2.</td> <td>Customers have high quality, materials, equipment and services resulting in effective facility operations</td> </tr> <tr> <td>3.</td> <td>Effective business processes ensure high quality services that consistently meet customer needs and promote high levels of satisfaction</td> </tr> </table> <p><u>KPIs</u></p> <ol style="list-style-type: none"> <li># of leadership vacancies at start of schools</li> <li>% customer satisfaction on principal survey</li> <li>% schools inspected rated at or above B</li> <li>% of completed equipment repair work orders</li> </ol>	1.	Qualified leaders are available to fill leadership positions and enhance organizational stability	2.	Customers have high quality, materials, equipment and services resulting in effective facility operations	3.	Effective business processes ensure high quality services that consistently meet customer needs and promote high levels of satisfaction	<p><i>Key Initiatives</i> (Annual Priorities)</p> <table border="1"> <tr> <td>1.</td> <td>Increase availability of qualified candidates for leadership positions in both schools and central services</td> </tr> <tr> <td>2.</td> <td>Improve data collection and analysis of customer support</td> </tr> <tr> <td>2.</td> <td>Improve customer involvement and communication loops</td> </tr> <tr> <td>3.</td> <td>Evaluate and improve effectiveness of processes</td> </tr> <tr> <td>3.</td> <td>Improve central service staffs knowledge and use of process improvement tools and strategies</td> </tr> </table> <p><u>Critical #s</u></p> <ul style="list-style-type: none"> <li>Vacancy rate for leadership positions at or below 20%</li> <li>Average # days to fill positions at or below 20</li> <li>99% schools inspected rated at or above B</li> <li>Principal satisfaction 80% or above</li> <li>Number of supervisor visits with principals to review processes</li> <li>Number of processes reviewed with customers and updated</li> </ul>	1.	Increase availability of qualified candidates for leadership positions in both schools and central services	2.	Improve data collection and analysis of customer support	2.	Improve customer involvement and communication loops	3.	Evaluate and improve effectiveness of processes	3.	Improve central service staffs knowledge and use of process improvement tools and strategies
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Opportunities to Exceed Plan

*Establishment of external partnerships*

Threats to Plan

*Budget Cuts, Emergency Response,*

<p style="text-align: center;"><b>ACTIONS</b> (How)</p>	<p style="text-align: center;"><b>THEME</b> (Qtr/Annual)</p>	<p style="text-align: center;"><b>ACCOUNTABILITY</b> (Who/When)</p>																																	
<p style="text-align: center;">Big Rocks (Quarterly Priorities)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">1a.</td> <td>BSAM Recruitment and Selection Project improvement plan</td> </tr> <tr> <td style="text-align: center;">1b.</td> <td>Develop plan to prepare school based staff for future CS leadership positions</td> </tr> <tr> <td style="text-align: center;">1c.</td> <td>Create career development plans for new CS staff for maximum effectiveness in current position</td> </tr> <tr> <td style="text-align: center;">2a.</td> <td>School Support Action Committee improvement plan</td> </tr> <tr> <td style="text-align: center;">2b.</td> <td>Develop alterative customer feedback processes</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Train team members on effective identification of essential data, analysis strategies and effective use.</td> </tr> </table>	1a.	BSAM Recruitment and Selection Project improvement plan	1b.	Develop plan to prepare school based staff for future CS leadership positions	1c.	Create career development plans for new CS staff for maximum effectiveness in current position	2a.	School Support Action Committee improvement plan	2b.	Develop alterative customer feedback processes	3.	Train team members on effective identification of essential data, analysis strategies and effective use.	<p style="text-align: center;">Deadline: Measureable Target/Critical #:</p> <ol style="list-style-type: none"> <li>1. BSAM Recruitment and Selection Project semiannual report by 12/1/19</li> <li>2. Develop plan to prepare staff for future CS leadership positions by 12/1/19</li> <li>3. Create career development plans for seven new employees for effectiveness in current position by 12/31/19</li> <li>4. School Support Action Committee semiannual report by 12/1/19</li> <li>5. Develop alternative customer feedback processes by 1/1/20</li> <li>6. Develop a training plan for data analysis in each functional area by 1/1/20</li> </ol>	<p style="text-align: center;">Quarterly Priorities Due</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 70%;">Person/Priority</th> <th style="width: 25%;">Date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Ellison, J. Bishop</td> <td>12/1/19</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Jones, J. Bishop</td> <td>6/30/20</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Jones, J. Bishop</td> <td></td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Snowden, J. Bishop</td> <td>12/1/19</td> </tr> <tr> <td style="text-align: center;">5.</td> <td>Jones, J. Bishop</td> <td>1/1/20</td> </tr> <tr> <td style="text-align: center;">6.</td> <td>Jones, J. Bishop</td> <td>1/1/20</td> </tr> </tbody> </table> <p style="text-align: center;"><u>Talent Reviews</u></p> <p>Bilingual Project Management Data Analysis</p>		Person/Priority	Date	1.	Ellison, J. Bishop	12/1/19	2.	Jones, J. Bishop	6/30/20	3.	Jones, J. Bishop		4.	Snowden, J. Bishop	12/1/19	5.	Jones, J. Bishop	1/1/20	6.	Jones, J. Bishop	1/1/20
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