

PROJECT NAME

Watershed Contracting Process Improvement

PERFORMANCE MEASURE BASELINE

A watershed contracting cycle time report was created and showed it took on average approximately 150 days to submit and finalize a contract work plan.

THE IDENTIFIED PROBLEM

MPCA staff expressed frustration and concerns to agency leaders about the confusing and time-intensive watershed contracting process.

VOICE OF THE CUSTOMER

- » A staff survey to assess the five key areas showed significant dissatisfaction and frustration.
- » A core group of team members traveled to each regional office and held “listening sessions” where dialogue focused on moving toward improvement and change.
- » This approach successfully helped glean valuable information from internal stakeholders.
- » Common themes such as the need for better communications, training and guidance, and knowledge and trust in the roles we all play, were repeatedly heard across the regions and further confirmed the direction of the CI team’s priorities and work.

RESULTS

- » Communication: Create a new, interactive One-Stop Shop intranet page.
- » Guidance: Finalized work plan contract template that integrates watershed program elements.
- » Process: Made improvements to the Watershed Program’s contract work plan review and approval process. The cycle time report reflects a 50% decrease in the average number of days taken to submit and finalize a contract work plan.
- » Roles and Responsibilities: Finalized watershed contracting roles and responsibilities matrix for staff and management.
- » Training: Will develop a sustainable and consistent internal training program that meets staff needs both in content and delivery variety. Expect work to be implemented in FY13.
- » A new Project Manager Advisory Group was established to help facilitate the creation and implementation of remaining CI Teams recommendations.

