

**Excellence in Transportation  
Internal Review Balanced Scorecard**

*Providing critical information to decision makers to mitigate risk, ensure compliance, and improve the stewardship of WYDOT resources*

GOAL	OUTCOME MEASURE <i>(Impact - difference made by outputs)</i>	TARGET	LAST YEAR(S)	STRATEGY <i>(action plan)</i>	OUTPUT MEASURE <i>(a measure of activity, such as completion date, # of occurrences, etc.)</i>	OUTPUT TARGET	
<b>Serve our customers</b>							
	% of audit plan completed	75%	new measure				
	% of deadlines met	85%	new measure				
					<i>Outreach to Districts and Programs (both informally and formally) for relationship building and knowledge sharing</i>	<i># of outreach meetings with new Programs/Districts per year</i>	3 (yearly)
					<i>Conduct annual risk assessment</i>	<i>completion date for risk assessment</i>	10/1 (annually)
					<i>Track and benchmark deadline dates (actual vs estimated time frames)</i>	<i>completion date for tracking timelines for project phases and reviews</i>	9/30/2017 (year 1)
						<i>completion date for adjusting timeframes based on 1st year data</i>	9/30/2018 (year 2)
					<i>Track recommendations and follow-ups</i>	<i>completion date for developing tracking system</i>	9/30/2018
					<i>Provide quality information and value added recommendations, based on facts, and using customer/user friendly language</i>		
					<i>Be proactive in obtaining adequate information from customers in preparation of audits (before they start)</i>		
					<i>Follow process for information requests to ensure deadlines are met</i>		
					<i>Maintain open communication (with other Programs and external customers)</i>		

**Excellence in Transportation  
Internal Review Balanced Scorecard**

*Providing critical information to decision makers to mitigate risk, ensure compliance, and improve the stewardship of WYDOT resources*

<b>GOAL</b>	<b>OUTCOME MEASURE (Impact - difference made by outputs)</b>	<b>TARGET</b>	<b>LAST YEAR(S)</b>	<b>STRATEGY (action plan)</b>	<b>OUTPUT MEASURE (a measure of activity, such as completion date, # of occurrences, etc.)</b>	<b>OUTPUT TARGET</b>
<b>Improve Program efficiency and effectiveness</b>						
	% of assignments/projects cross trained	100%	new measure			
	% of Detail reviews completed on time	85%	new measure			
	% of Manager reviews completed on time	85%	new measure			
	% of Report reviews completed on time	85%	new measure			
	% reduction in review comments (indicating increase in quality of workpapers and reports)	TBD (new measure)	establish baseline			
				Share learned information and cross train	completion date for developing list of areas to cross train # of team meetings per year dedicated to information sharing and training	9/30/2017 3 (starting year 2)
				Revamp G drive and/or find way to use Falcon (for document storage and organization)	completion date for identifying file structure and researching feasibility of Falcon completion date for implementing new structure/system and archiving	9/30/2017 (year 1) 9/30/2019 (year 3)
				Prioritize Detail reviews	% of reviews completed within estimated time frame	85%
				Hold project meetings - at kickoff, and at intervals throughout to assess and report progress		
				Remain open to new ideas		
				Utilize assignment rotation as a means for cross training		

**Excellence in Transportation  
Internal Review Balanced Scorecard**

*Providing critical information to decision makers to mitigate risk, ensure compliance, and improve the stewardship of WYDOT resources*

GOAL	OUTCOME MEASURE <i>(Impact - difference made by outputs)</i>	TARGET	LAST YEAR(S)	STRATEGY <i>(action plan)</i>	OUTPUT MEASURE <i>(a measure of activity, such as completion date, # of occurrences, etc.)</i>	OUTPUT TARGET
Develop and care for our people						
	% of employees meeting CPE requirements	100%				
	% of employees receiving leadership or personal development training	100%				
				<i>Have consistent one on one meetings between Manager and employees to discuss goals, leadership, projects, and individual development.</i>	<i># of one on one meetings with employees per year</i>	12 per employee (per year)
				<i>Foster leadership and personal development in employees</i>	<i># of personal development/leadership trainings, books, webinars, etc. per employee per year</i>	2
					<i># of teachbacks per employee per year</i>	1
				<i>Share information from CPE trainings, as well as upcoming CPE opportunities (quarterly)</i>		
				<i>Utilize WYDOT U courses and other resources</i>		
				<i>Have follow up discussions with Manager after trainings to share what was learned, to include 3 key points and how the employee is applying the training to 'their' work.</i>		
			<i>Acknowledge and share team successes on a consistent basis</i>			

**Excellence in Transportation  
Internal Review Balanced Scorecard**

*Providing critical information to decision makers to mitigate risk, ensure compliance, and improve the stewardship of WYDOT resources*

<b>GOAL</b>	<b>OUTCOME MEASURE (Impact - difference made by outputs)</b>	<b>TARGET</b>	<b>LAST YEAR(S)</b>	<b>STRATEGY (action plan)</b>	<b>OUTPUT MEASURE (a measure of activity, such as completion date, # of occurrences, etc.)</b>	<b>OUTPUT TARGET</b>
<b>Exercise good stewardship of our resources</b>						
	Budget variance	At or under budget				
				<i>Review and report monthly transactions, and budget vs actuals.</i>	<i># of budget reports shared and discussed with team (per year)</i>	4 (quarterly)
				<i>Utilize cost efficient training resources, such as WYDOT U, WELL, and webinars.</i>		
				<i>Collaborate with other Programs and team members to maximize travel opportunities.</i>		
				<i>Collaborate with SPIP on Enterprise Risk Management (ERM)</i>		