

Office Service's BSC

Provide high quality customer service by efficiently maintaining and archiving records, innovatively meeting WYDOT reproduction needs, and cost effectively distributing mail

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Respectfully Work Together as a Team						
	# of team building exercises		1 per year per Section	TBD		3 (2014)
	Rating from Employee Survey		87%	TBD	Will conduct in 2016	85.06% (2010)
		Improve internal communications			Everyone gets the same information	
		Uphold WYDOT values				
		Encourage and recognize others				
		Continue to hold monthly supervisor meetings			Held 12 in 2014	
		Continue to hold quarterly section meetings			Including team building activities. Hold 4 per year per section.	
		Continue to hold annual all Program meetings			Held 2 in 2014.	
		Create a culture for conflict resolution between employees				
		Conduct a Program specific employee survey				

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Provide Quality Services						
	Rating from customer satisfaction survey		4.75	TBD	Will conduct in Fall, 2015	4.62 (09)
	Completion date for continuity manuals		1-Jan-16	TBD		
		Transitioning to Electronic Environment			Acquire scanners by July 2015	
		Continue to go the extra mile				
		Continue with quality control efforts			Check each other's work within Sections	
		Periodically, conduct customer satisfaction service survey and follow-up on survey findings				
		Continue to educate customers on our services			Meet with Program Managers	
		Follow-up with all customer requests			Especially when handing off to another employee	
		Assist each other with deadlines				
		Establish a priority headquarters interoffice mail service				
		Create, update and maintain continuity manuals for each Section's job duties				

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Provide Employee Development Opportunities						
	# of employees cross-trained in at least one other section in Office Services		2/Employees/Year	TBD		
		Provide cross training opportunities			Both internal and external to sections	
		Offer succession training				
		Link employee PMI goals to Program BSC				
		Encourage use of WYDOT U training classes				
		Encourage use of web conferences, internet training				
		Attend conferences and seminars when budget allows				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Use Resources Wisely</i>						
	Budget Variance		At or Under Budget	TBD	Legislative and Commission budgets	-7.46% Leg -12.40 Comm (2014)
		Monitor budget and stay at or under budget				
		Streamline operations, where applicable				
		Update equipment as budget allows				
		Continue to recycle (i.e.; folders, creating scratch pads)				
		Continue to promote presort mail which reduces postage				
		Continue to perform preventative maintenance				
		Re-evaluate processes for efficiency and effectiveness			Support new ways of doing things	