

Operational Alignment Workgroup Charter

July 2005

To recommend strategies designed to further integrate and align core operational processes within and across centers to the Process Alignment Team. To design and implement tools, strategies and processes that move the operations within and across centers to a more integrated approach. To ensure that core processes across all centers are operated in a consistent and systemic fashion.

This workgroup is accountable to the Process Alignment Team. This workgroup is empowered to test identified strategies and to try them out prior to making final recommendations. The work group will forward an initial set of recommendations on core processes identified by December 2005 and make some recommendations for process alignment on or before July 2006. It is expected that the Team will:

- Identify core processes within and across centers
- Evaluate the current level of integration within and across centers
- Map out the current 'as is' state for each process identified
- Identify the core processes that facilitate further integration and/or need to be aligned for the customer

Create a 'will be/ought to be' recommended state by:

- Collecting data from customers on their expectations for this process in terms of time, flow, and efficiency.
- Collecting data from different partner staff on what works and does not work with the current process to identify the key critical features that need to be maintained.
- Identify the processes and activities in this process that are absolutely required by federal law and regulation against what processes and activities are done because they have been established through time honored practice, but are not necessarily a federal legal requirement.
- Develop/improve process and service integration and alignment required to meet and exceed customer expectations.
- Use technology when appropriate to enhance integration
- Develop core services and process directories
- Regularly analyze external customer data to inform the items above
- Communicate regularly on the process and challenges to successful implementation to the Process Alignment Team. .

Timeline:

This workgroup will be chartered through July 2006. At that time the Process Alignment Team will evaluate progress against the core processes identified to assess continuation of the team. Work will commence in August of 2005. The team is expected to have the directory completed by July 2006 as well as some initial process alignment completed.

Resources Available to the Workgroup:

- Any member of the Steering Committee.
- JD, Steering Committee Member will be the Liaison from the Process Improvement Team. The Liaison is not a team member. They provide an informational connection to the Process Improvement Team.
- Lori Strumpf, our external consultant, is available to assist with team facilitation when requested by the work team. She will facilitate the first meeting to assist in getting started.
- Former members of the CQI Assessment Team and the CQI Plan.