



Quality Performance and Risk Management

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Outline

- Service Delivery Support Branch
- Risk Management
- Quality Performance Measures

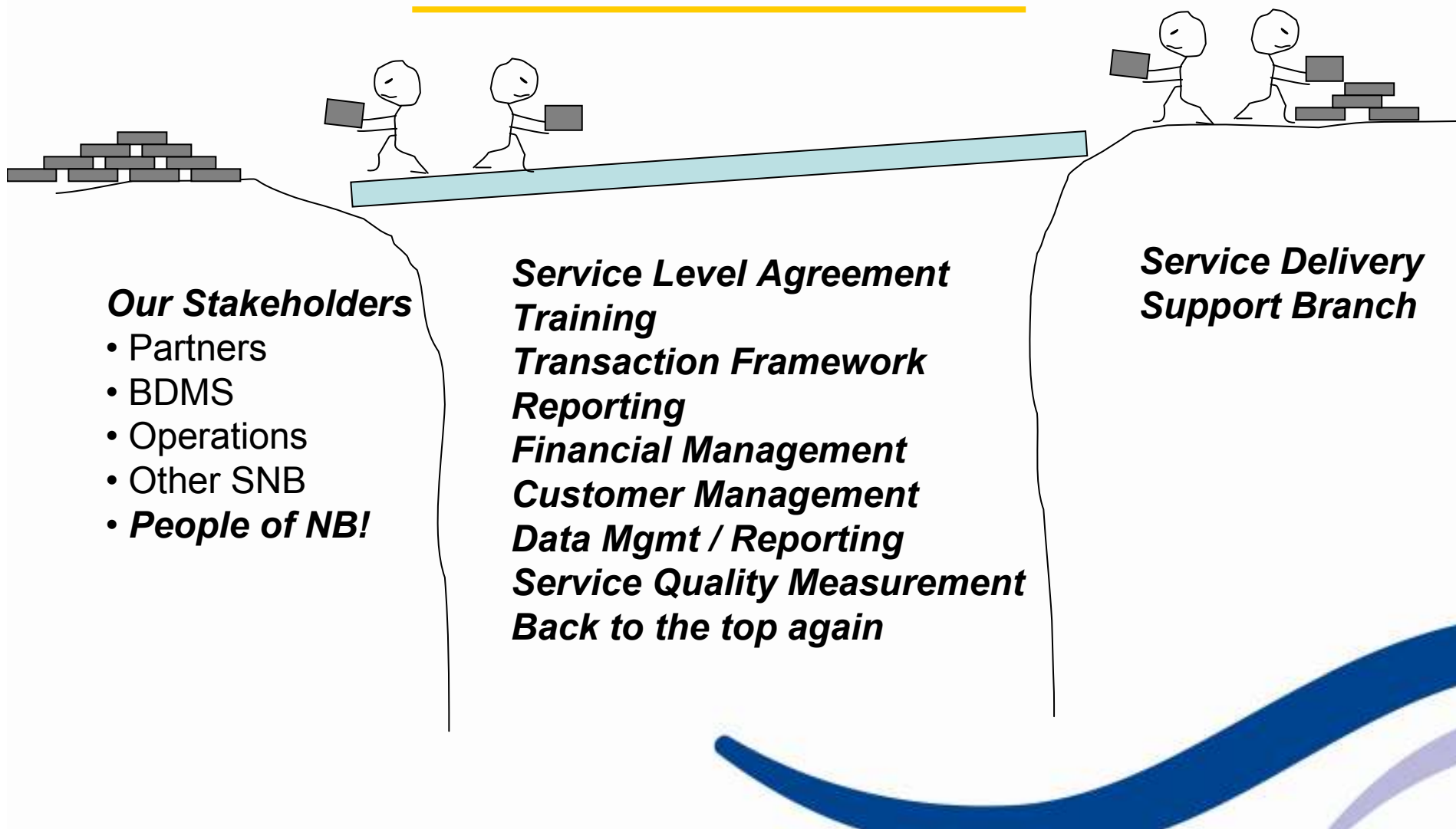




Service Delivery Support Branch



Support the Service Cycle



Risk Management



Managing Risk (System Example)



- Security
- Compliance
- Authorization
- Authentication
- Access

- Who are you?
- What did you do?
- Footprints
- Reporting
- Auditing



Managing Risk (Service Example)



- Acts, Regulations
- Policies & Procedures
- Compliance
- Qualification

- Audit
 - ✓ Procedural
 - ✓ Financial
- Quality Measurement
 - ✓ Service standards
 - ✓ Service drivers
 - ✓ SLA

Quality Performance Measurement



Client Satisfaction

Partner Satisfaction

Internal Effectiveness

Employee Engagement

Efficiency





Client Satisfaction

Past Practice

- Reactive
 - ✓ Stay out of the newspaper
 - ✓ Number of complaints
 - ✓ “Orange folders”

“We didn’t do it wrong!!”

Current Practices

- Proactive measurement
 - ✓ Periodic
 - ✓ Ongoing
 - ✓ Benchmarking
- Service drivers
- Service standards
- Audit (procedural and financial)

“We did it right, we checked!!”





Partner Satisfaction

Past Practice

- Reactive
- Complaints
- Some audit (results?)

Very few “partnerships”

Current Practice

- Service level agreement
- Service standards
- Measured during the term of the agreement
- Action plans

Work together for our “customers”



Past Practice

- Got paid
- Work plans
- Performance reviews
- Stayed on budget

“Maintenance”



Internal Effectiveness

Present Practice

- Systems and procedures
 - ✓ Improved reporting
 - ✓ Improved access
 - ✓ Modernization
- Service standards
 - ✓ Human Resources
 - ✓ Financial Services
- Program reviews

“Meeting Client needs”



Past Practice

- Got paid
- Performance review
- Workplan
- “Lifers”
- Top down communication
- Hierarchical

“No Bad News”



Employee Engagement

Current Practice

- Employee feedback
- Absenteeism
- Wellness
- Work life balance
- Turnover
- Training
- Career planning
- Access to information
- Internal communication

Valued work force: “Employer of Choice”



Past Practice

- On time
- On budget
- Within POA

“Living within your means”

Current Practice

- Business process improvement
- Service costing
- Service pricing
- Working within GNB

“Contributing to Self Sufficiency”



SNB's Strategic Vision



Questions

