Project Charter

Project Name: Pay Setting Process
Date Chartered: November 1, 2012   **Expected Completion Date:** April, 2013
Team Leader: Jamie O'Donnell & Lorie Caffrey

Team Goal/Mission:
What is the purpose of the team?

To analyze the process used to establish pay and to make adjustments to improve the following:

The team will implement improvements that accomplish the following:

1. Reduce DNR staff time required for the process.
2. Reduce the amount of time it takes for the customer to receive their <u>pay upon appointment</u>.
3. Improve customer satisfaction.
4. Improve consistency in the process.
5. Ensure that all safety requirements are incorporated into the new process.

Measure(s) to be used to determine success:
How will we quantify our progress?

1. DNR staff time is reduced by 10%.
2. Customer receives final hiring approval from HR on average in 2 days or less from the time the supervisor notified HR of their selection.
3. Insert a measureable associated with customer satisfaction. This measurable may be decided later as part of the project. Customers will receive their pay in a timelier manner with a clearer more concise way and in alignment with our Department Pay Philosophy.
4. Federal, State, and program safety requirements were addressed and incorporated into the new process, if applicable.

Team Members: Bill Cosh, Sue Bangert, Darrell Zastrow, Ken Johnson, Quinn Williams, Jim Feldhausen, Debbie Kundert, Jill Voeltz, Dana Denny, Colleen Higgins (backup as needed**)**

Issues to be addressed:
What Problems or opportunities will the team solve?
1. Identify a consistent, efficient and effective process for everyone to use.
2. Reduce the amount of time it takes to complete the process.
3. Consistent implementation of pay in line with Department Pay philosophy.

Expected Results:
What will be in place when we are done?

A process document and a user friendly pay setting tool (worksheet).

Support/Resource People:
Who will we need assistance from besides the team members?
Staffing Class and Comp Section Chief
Other program and HR staff for consultation

Responsibilities and Boundaries:
What areas will the team look at and what areas will the team NOT look at?

Pay Philosophy
Pay Worksheet
Current Processes
Past Practice
NOT the appointment letter

Project Name: New Hire Paysetting Process

Project Team Leaders: Jamie O'Donnell/Lorie Caffrey

Project Purpose: Review and improve the pay setting process for new hires.

Project Team Members:

Sue Bangert	Bill Cosh	Dana Denny	Debbie Kundert
Ken Johnson	Laurie Osterndorf	Jim Feldhausen	Jill Voeltz
Quinn Williams	Darryl Zastrow	Colleen Higgins	Angela Ewing (consultant)

Summary of Improvements:

- Changed the order of the process so that most time consuming tasks are completed up-front.
- Created a pre-approval process for the the most common pay setting situations.
- Reduced the number of signatures required to complete the process.
- Created an electronic form to help make the process more efficient, allow for document tracking and enable reporting capabilities.
- Modified form to capture info needed for onboarding and the appointment letter.
- Selected candidate will not have to wait longer than 1-2 days to receive an initial offer.

Project Performance Measures

Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload	3.0 hours	2.5 hours	15% reduction	TBD
Reduce Lead (delivery time)	3 - 4 days	1 - 2 days	50% reduction	TBD
Improve Customer Satisfaction	48% satisfied	60% satisfied	25% improvement	TBD
Ensure Staff and Customer Safety.	███████████████████████████			YES

Amount of staff time saved per year in hours: Based on number of hires made in 2012, 464 hours saved.

How will that time be reinvested?: Additional time that supervisors have to supervise and work on program priorities.

Project Cost:

	Hours	Dollars
Project Team Leader	225	$
Project Team Members	90 (includes other BTS staff hours)	$
Meeting Costs	██████████	Less than $50
Improvement Costs	██████████	$
Total	315 to date	$58

Recommendations for Define Measure Analyze Improve Control **Future Code/Statute**

Changes & Lessons Learned:

- Limit number of people on the team
  - Used sub teams to move the process along
  - Reported back to the orginal team
- Department Pay Philosophy went from an important priority to a critical priority.
- Division needs varied – important to collaborate on similarities while allowing flexibility for differences.
- Broad communication identified needs outside the scope of the process, allowing us to provide solutions with the new process.