

ONE STOP STEERING COMMITTEE
SELF-ASSESSMENT – Part II of Certification: Challenger Award Criteria
Conducted on September 3-4, 2002
Approach and Development were measured against the 50% certification criteria-scoring band

Certification Criteria	Approach is sound and systemic	Deployment is saturated (e.g., across all work units)	CQI process is in place for each of the indicators	We get results	Potential improvement strategies
1. LEADERSHIP					
1.1 Clear direction (consistent) (mission)					
1.1.1	No	No	No	No	Strategic Planning session Oct. 19, 2002
1.2. Quality One-Stop Staff (continuous learning)					
1.2.1	No	No	No	No	No
1.2.2	Yes	No	No	No	No
1.3. The “right” organization and a well defined organization					
1.3.1	No	No	No	No	No
1.3.2	No	No	No	No	No
1.3.3	No	No	No	No	No
1.4 Customer focus					
1.4.1	No	No	No	No	No
1.4.2	No	No	No	No	No
1.5 Focus on Collaboration					
1.5.1	Don't know	Don't know	Don't know	Don't know	Don't know
1.5.2	No	No	No	No	No
1.5.3	No	No	No	No	No
1.6 Support for continuous quality improvement					
1.6.1	No	No	No	No	No
1.6.2	Some	Beginning	Beginning	Beginning	Beginning
1.6.3	No	No	No	No	No
1.7 Supplier certification					

1.7.1	No	No	No	No	No
2. STRATEGIC PLANNING					
2.1. Well defined					
2.1.1	No	No	No	No	Strategic Planning session Oct. 19, 2002
2.2 Involvement of all constituents					
2.2.1	No	No	No	No	No
2.2.2	No	No	No	No	No
2.3 Customer focus (needs-now & in the future)					
2.3.1.	No	No	No	No	No
2.3.2	No	No	No	No	No
2.4 Define metrics (are they measured)					
2.4.1	No	No	No	No	No
2.4.2	No	No	No	No	No
2.5 Implemented (organizational behavior)					
2.5.1	No	No	No	No	No
2.6 Consistent with available resources					
2.6.1	No	No	No	No	No
2.7 Includes continuous quality improvement plan					
2.7.1	No	No	No	No	No
3. CUSTOMER AND MARKET FOCUS					
3.1 Customer needs surveyed					
3.1.1	Pockets	Pockets	Pockets	Pockets	Pockets
3.2 Customer satisfaction					
3.2.1	No	No	No	No	No
3.2.2	Partly	Need to determine	what to	measure-	this is doable
3.2.3	No	No	No	No	No
3.4.1 Results linked to strategic plan and continuous improvement	Yes	No	No	No	No
4. INFORMATION AND ANALYSIS					

4.1	No	No	No	No	Day pass deployed systemic WIA/Partners
4.2	No	No	No	No	Need additional measures Wia/partners
4.3	Yes	Yes	No	No	Staff training Cal/Jobs access II
4.4	No	No	No	No	
5. HUMAN RESOURCE FOCUS					
5.1. Staff is competent					
5.1.1	No	No	No	No	Have job description for each partner level
5.1.2	No	No	No	No	
5.1.3	No	No	No	No	
5.2 Continuous learning					
5.2.1	No	No	No	No	
5.2.2	No	No	No	No	
5.3 Team Orientation					
5.3.1	No	No	No	No	Need Worknet One-Stop orientation process for all partners
5.3.2	No	No	No	No	
5.2.3	No	No	No	No	
5.4 Uniform application of human resources policies					
5.4.1	No	No	No	No	
5.4.2	No	No	No	No	Look at MOU/WIB
5.4.3	No	No	No	No	No grievances reported. Employee survey to determine employee's satisfaction. Develop

					methods (i.e. Parking lot) to allow employees to voice concerns
5.5 Employee expectations well defined					
5.5.1	No	No	No	No	Develop a Job Description Training Checklist
5.5.2	No	No	No	No	Confirm Grievance process
6. PROCESS MANAGEMENT					
6.1 Uniform application of policies and procedures					
6.1.1	No	No	No	No	Need to develop Policy & Procedure Process
6.1.2	No	No	No	No	Look at individual Partner policies and incorporate into one
6.2 Feedback mechanism					
6.2.1	No	No	No	No	Need process to share, evaluate and act on
6.3 Service Recovery					
6.3.1	Yes	No	No	No	MOU's
6.3.2	No	No	No	No	
7. BUSINESS RESULTS					
7.1. Customer & community awareness					
7.1.1	No	No	No	No	Add to all partners (Need

					process)
7.1.2	Yes	No	No	No	
7.1.3	No	No	No	No	
7.1.4	No	No	No	No	
7.1.5	No	No	No	No	
7.2 Demonstrated & measurable					
Financial Performance					
7.2.1	No	No	No	No	No
7.2.2	No	No	No	No	No