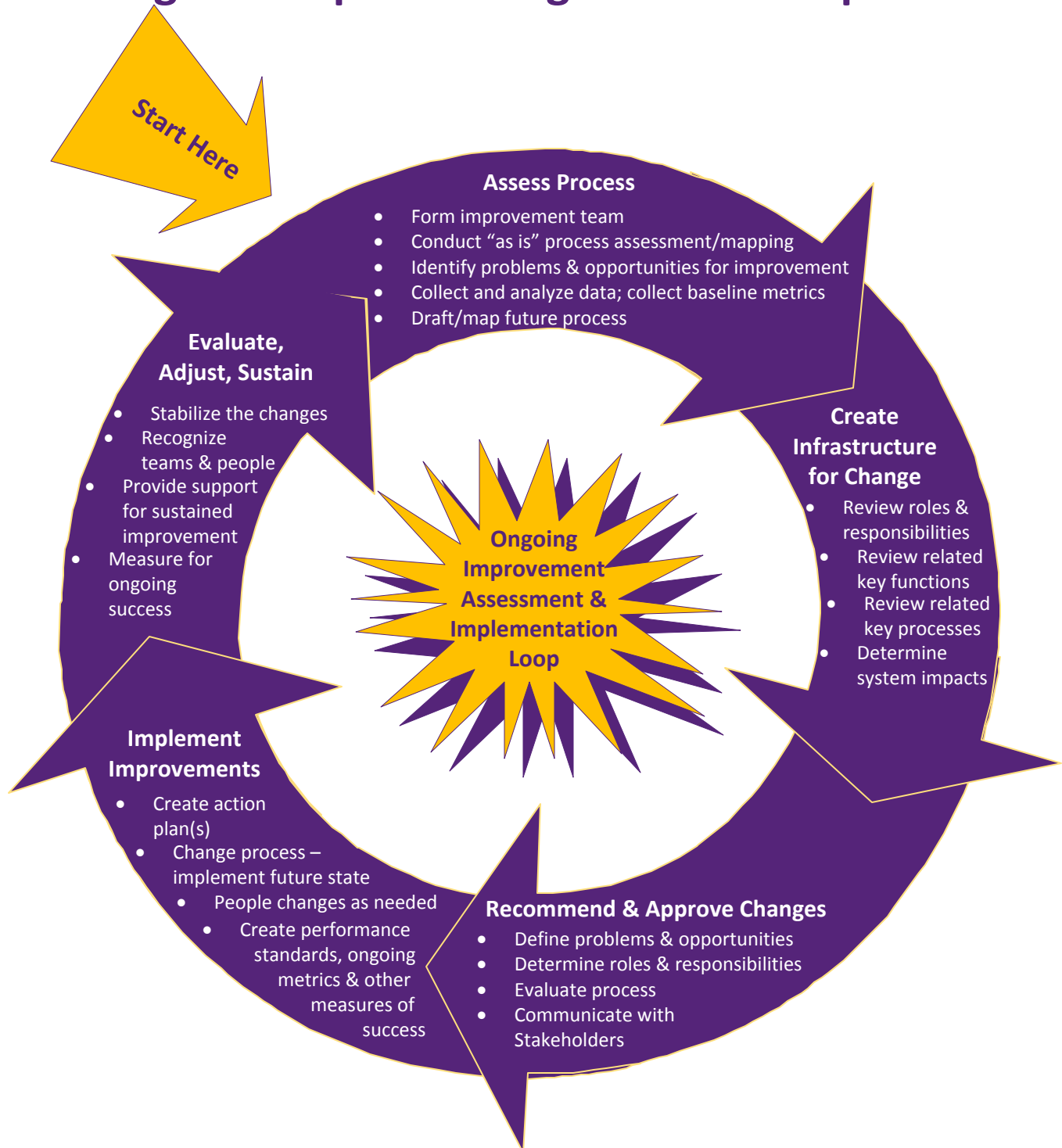


Organizational Effectiveness Initiative (OEI): Planning and Implementing a Process Improvement



Key Components Necessary to Implement a Change or Improvement

- **Alignment:** Always align new changes with strategic/department goals
- **Engagement:** Engage staff at all levels; people working in the environment are the best sources of knowledge for what needs to be improved/changed
- **Systems/Process Analysis:** The structures, equipment, methods and technologies used to get the work done; they need to be assessed in their current form
- **Results:** How we know and let others know that we are successful
- **Culture:** How we relate to one another and our customers to accomplish our work together