



The Governor's Efficiency and Continuous Improvement Initiative

Employee and Stakeholder Feedback Program

Overview

The Initiative

The Governor's Efficiency and Continuous Improvement Initiative is a comprehensive effort that focuses the talent and energy of the entire workforce to ensure that state government is working as efficiently and as cost effectively as possible.

Employee Involvement

State employees have valuable insight about the State's internal operations, and therefore, are being asked to share their suggestions – through the ***Employee and Stakeholder Feedback Program*** – about how processes, operations and customer service can be improved. If an employee has an idea for enhancing the efficiency of state government, they are encouraged to visit efficiency.ohio.gov to submit their recommendations.

The Process

Review teams, equally comprised of management and labor representatives, evaluate suggestions at each cabinet-level department. The teams give thorough and thoughtful review to suggestions and determine if the idea meets the program criteria, whether it has merit, and if it is a priority for the department/agency. Those suggestions that meet the criteria and have merit are then assigned by the review team to a subject-matter expert or a chartered team for investigation and implementation.

The Criteria

Suggestions should demonstrate added value through efficiency and/or continuous improvement (e.g. saving money or time, improving processes, eliminating duplication, improving customer service or communications, etc.). The goal of the program is to garner constructive ideas with reasonable and creative solutions from employees.

Suggestions are reviewed, in part, on whether they are operational/programmatic or structural in nature. Structural suggestions are outside the scope of this program and are defined as those suggestions that would require changes to any of the following: a table of organization, laws, a union contract or departmental governing policy.

Accountability

When employees submit a suggestion, they will receive a tracking number that can later be used to check the status of their suggestion. This tracking system is available at efficiency.ohio.gov.

Call to Action

Rarely are so many people asked to participate in transforming government, but this is one of those occasions. Government has an obligation to focus on the needs of its citizens and customers and to make the best use of available resources. This initiative allows those closest to the work to make it better. It's ***improvement from the people up!***

Fast Facts

- 26 departments and agencies are currently participating in the program.
- There are 200+ employees serving on agency review teams throughout the state.
- More than 1,000 suggestions have been received since Nov. 5, 2007.

efficiency.ohio.gov