**Certified Public Manager Program**

**Florida Center For Public Management**

**The Florida State University**

Level 3 Assignment

Insert names of team members that worked on this assignment here:

Click here to enter text.

2023

|  |
| --- |
| ***What is the name of the Work Process?***  Example: “Travel Reimbursement Work Process.”  Click here to enter text. |
| ***Write three ongoing goals you have in mind for the work process.***  Example: “Increase the accuracy of data entry.”  1.Click here to enter text.  2.Click here to enter text.  3.Click here to enter text. |
| ***What is the time period for all your calculations?***  Example: Monthly (could be daily, weekly, or monthly).  Time period: Click here to enter text. |
| ***What are the Outputs per time period?***  Example: 40 (number of reimbursements per month).  Click here to enter text. |
| ***What is the Quality Measure per time period?***  Example: 87% (percentage of the outputs that were error free, or done on time, or met standard).  Click here to enter text. |
| ***What are the inputs per time period?***  Example: A number that represents dollars spent in each category to generate all the outputs per time period.  Cost of People: Click here to enter text.  Cost of Material: Click here to enter text.  Cost of Equipment: Click here to enter text.  Cost of Travel: Click here to enter text.  Overhead estimate: Click here to enter text.  Other: Click here to enter text. |
| ***What are the Key Activities?*** (List short descriptions of the steps)   1. Click here to enter text. 2. Click here to enter text. 3. Click here to enter text. 4. Click here to enter text. 5. Click here to enter text. 6. Click here to enter text. 7. Click here to enter text. 8. Click here to enter text. |
| ***Calculate PI1.***  PI = Outputs X Quality / Inputs = PI1 Click here to enter text. |
| ***What is the improvement objective?*** (This is one sentence stating who, volume, and time). (do not describe the solution here).  Example 1: The team will increase quality by 6% by December 2023. (or)  Example 2: The team will increase outputs by 25% by December 2023. (or)  Example 3: The team will decrease costs by 10% by December 2023.  Click here to enter text. |
| ***What is the NEW output measure you expect?***  Click here to enter text. |
| ***What is the NEW quality measure you expect?***  Click here to enter text. |
| ***What are the NEW inputs you expect?***  Cost of People: Click here to enter text.  Cost of Material: Click here to enter text.  Cost of Equipment: Click here to enter text.  Cost of Travel: Click here to enter text.  Overhead estimate: Click here to enter text.  Other: |
| ***Calculate PI2 with your NEW numbers.***  PI = Outputs X Quality / Inputs = PI2 Click here to enter text. |
| ***What are the Changes you will make to the process to get those NEW numbers?*** (This is a description of the solution which was not placed in the Improvement Objective)  Click here to enter text. |
| ***What is the Gain in Productivity?***  (Subtract PI1 from PI2 to get Numerical Increase)  PI2 - PI1= Numerical Increase Click here to enter text.  (Divide the Numerical Increase by PI1 to get Percent Increase)  Numerical Increase / PI1 = %Increase Click here to enter text. |