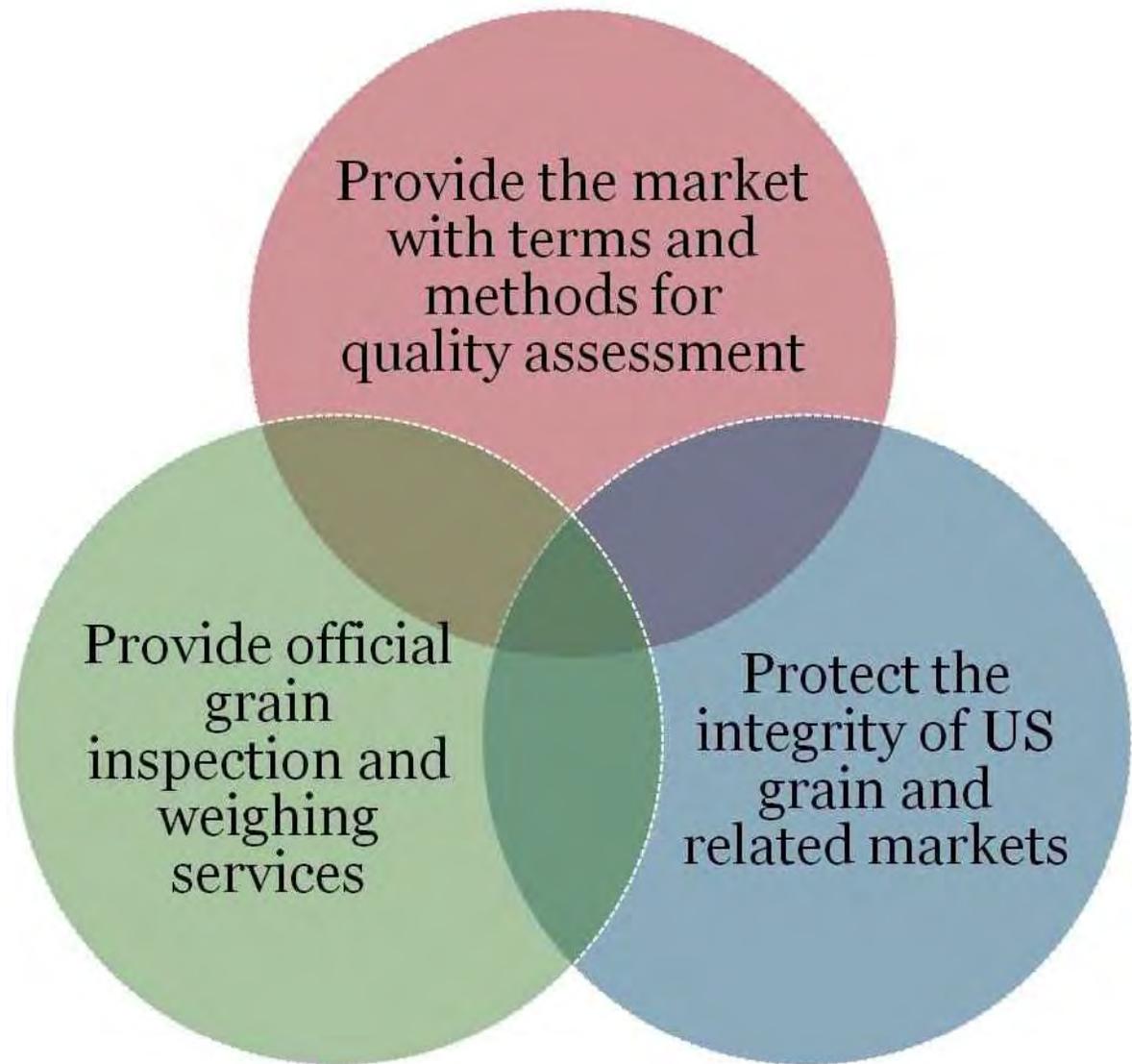


FGIS Management Initiatives for 2012

STEPHANIE BROWN
OFFICE OF THE DEPUTY ADMINISTRATOR



Presidential Executive Order 13571:

Streamlining Service Delivery and Improving Customer Service

- **Challenges agencies to:**
 - improve the customer experience by adopting proven customer service best practices and coordinating across service channels (such as online, phone, in-person, and mail services);
 - streamline agency processes to reduce costs and accelerate delivery, while reducing the need for customer calls and inquiries; and
 - identify ways to use innovative technologies to accomplish the customer service activities above, thereby lowering costs, decreasing service delivery times, and improving the customer experience.

Continuous Process Improvement

- Continuous Process Improvement (CPI) is a means of identifying and implementing initiatives which continually improve the performance of an organization and create sustainable business change.
- CPI results are typically measured using the following metrics:
 - Improved Performance (Process Quality, Reliability, and Security)
 - Reduced Process Cycle Times
 - Improved Safety
 - Improved Workplace Quality of Life
 - Improved Affordability
 - Improved Flexibility or Ability to Meet Emergent Requirements
 - Improved Customer Satisfaction



Improve the Customer Experience

- Increase the timeliness and efficiency of stowage inspections
- Enhance website content to improve customer satisfaction and service delivery

Focus on Quality

- **Develop a comprehensive strategy for the FGIS quality program moving forward.**
 - Utilize continuous process improvement methodologies to identify opportunities and re-engineer selected quality processes
 - Provide quality assurance and control reporting tools for Official Service Providers

Modernize Service Delivery

- Prepare for adoption and implementation of new moisture meter technology
- Transition delegated States to FGIS*online's* Inspection, Testing and Weighing system

Be the Employer of Choice

- Develop goals and guidelines to enhance service delivery, safety and efficiency in future laboratory designs
- Recruit the next FGIS intern class using the Office of Personal Management's Pathways Program
- Implement an enhanced recruitment strategy to increase diversity of the FGIS talent pool
- Develop and implement a mentoring program to support employee development and continued learning

