Making progress throughout M V D by thinking of our organization as one big system.
Addressing Field Office Performance Using Three Dynamic Metrics for Operational Improvement
These measures are compiled in a scorecard that is aimed to:

• Be a communication tool, sent out weekly to all managers and supervisors to share with staff. The dialogue generated provides a starting point for recognizing specific points of improvement and gives opportunity for recognition.

• Be a method of deploying consistent performance requirements throughout all 33 state field offices and the 5 largest municipal offices;

• Create alignment and linkages between processes and results.
MVD tracks 3 metrics to gauge an office’s overall performance. {Two of the metrics concern what our customers care about: How long they wait-time and the customer service provided; the third metric (productivity) is more of an internal measure, though it affects the other two}

- Metrics are standardized.
- Will produce comprehensive score and grade
- Can be used by management to identify specific actionable opportunities to improve performance
Metric #1: Wait-time average

- This metric is comprised of a wait-time average:
  - The average wait-time for the week for all transactions
  - Using a dynamic queuing system process to drive customer flow based on types of transactions, no longer utilizing “first in first out" methodology.
    - Integration with Tapestry
Metric #2: Customer Service Results (known as “Expressia”)  

• This metric is comprised of three components:

  - Percentage of total Expressia responses captured.
  - Percentage of Expressia responses that were excellent/good.
  - Percentage of Expressia responses that were poor/unacceptable.
Metric #3: Productivity Data

- This metric is comprised of a productivity score:
  - The average number of transactions completed by clerks in 7.5 hours. The productivity worksheet has all daily transactions, with weekly totals.

<table>
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<tr>
<th>Office</th>
<th>Office Code</th>
<th>mvd 2.0 transaction totals</th>
<th>Total weekly trans</th>
<th>Total number of FTE's</th>
<th>Total vacant positions</th>
<th>Tot weekly hours logged in Qmatic</th>
<th>avg trans per 8 hr shift</th>
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MVD MANAGEMENT HAS RECOGNIZED THE VALUE AND IMPORTANCE OF WHAT THIS REPORT ILLUSTRATES, AND WE HAVE BECOME MORE INCLINED TO 1) FOCUS ON THE VARIOUS CRITERIA AS PART OF OPERATIONAL APPROACHES, 2) TO INTEGRATE THOSE GOALS INTO PLANNING, AND 3) TO USE THE REPORTS IN THE TRAINING AND MOTIVATING OF MVD STAFF.

1- These metrics are interconnected. For example– as a general rule, as wait-times decrease, productivity should also increase.

2- They encourage high performance

3- They are used to facilitate process and performance improvement

4- They are integral to providing a pro-active (rather than reactive) managerial environment

5- They can be used weekly, monthly, quarterly, even yearly to measure baselines and gauge progress
Thank you for your attentiveness!

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