Monthly Bureau Performance Review
SOP# 100

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor

STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This procedure establishes the process that Bureau Management uses to develop and maintain the bureau's strategic goals. Strategic goals provide the bureau with guidance in improving its performance over time. This procedure has the following goal(s):

- Provide a review of data that measure both current and historic productivity;
- Manage performance by taking proactive action as warranted to meet the plan.

1.2. Scope

Bureau management uses this procedure monthly to measure progress against the bureau's strategic plans by reviewing productivity in the field. The procedure includes review of data that measure both current and historic productivity.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

1.3.1. N/A

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role in the bureau who participates in this SOP and the overall responsibilities of each role.

Role	Responsibilities
Bureau Management (Bureau Chief, Deputy Chief)	• Review end of month, one year and three year reports; • Approve the Monthly Summary Report ; • Direct supervisors to take corrective actions as needed; • Flag any information from the most recent reports that may be pertinent during the next cycle of Strategic Planning.
Office Manager	• Run reports; • Compile Monthly and Year To Date Performance Summary Reports • Provide Monthly and Year To Date Performance Summary Reports to Bureau Management and supervisors.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is used at the start of each month.

4.2. Primary Procedure

4.2.1. Office Manager runs end of month, one year and three year bureau performance reports. Note: These reports may be run by Bureau Management at any time.

4.2.1.1. Sign onto the IMS

4.2.1.2. Navigate to Reports Menu

4.2.1.3. Select and run the reports, adjusting date ranges as needed

4.2.1.4. Store the reports

4.2.2. Office Manager emails Bureau Management and supervisors the Monthly Performance Summary Report.

4.2.3. Bureau Management reviews the report, comparing current performance and performance trends over time with the strategic plan

4.2.4. Bureau Management informs the bureau's supervisors of any operational changes or issue-related actions that may be required

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Bureau Management	The Office Manager must not run Monthly reports until all known data for the target month have been entered into the IMS

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. Monthly Inspection Report

Reports total number of elevator, dumbwaiter, escalator and lift inspections completed in the previous month. Includes periodic (routine), new and compliance inspections

6.1.2. Monthly Inspector Time Report

Includes data from the previous month for each of the bureau inspectors

6.1.3. Monthly Bureau Areas Time Report

Includes data from the previous month for each of the five bureau areas

6.1.4. Monthly Amusements Report

Includes data from the previous month for all Amusement Devices, Amusement Inspections/ALNs, Operational Checks, Safety Meetings, and Fair Partners

6.1.5. Monthly Accident Report

The Accident Report includes information on all accidents related to both elevator and amusement devices that have occurred in the previous month.

6.1.6. Monthly Applications Report

Includes data from the previous month for all New Applications and Alterations/Repairs Applications

6.1.7. Monthly Overdue Inspections Report

A summary of all routine elevator inspections that are past their yearly inspection date

6.1.8. Monthly Summary of Survey Cards Comments

6.1.9. Monthly Performance Summary Report

Compiles data from all of the above reports into a single report

6.1.10. Year to Date Performance Summary Report

Compiles Monthly Performance Summary Report data from the start of the fiscal year to present. It is reviewed each quarter with the Division Deputy Commissioner. They compare results with the current Strategic Plan.

6.2. Storage locations of saved materials

6.2.1. The Office Manager saves a copy of each Monthly Performance Summary Report in the following folder of their hard drive:

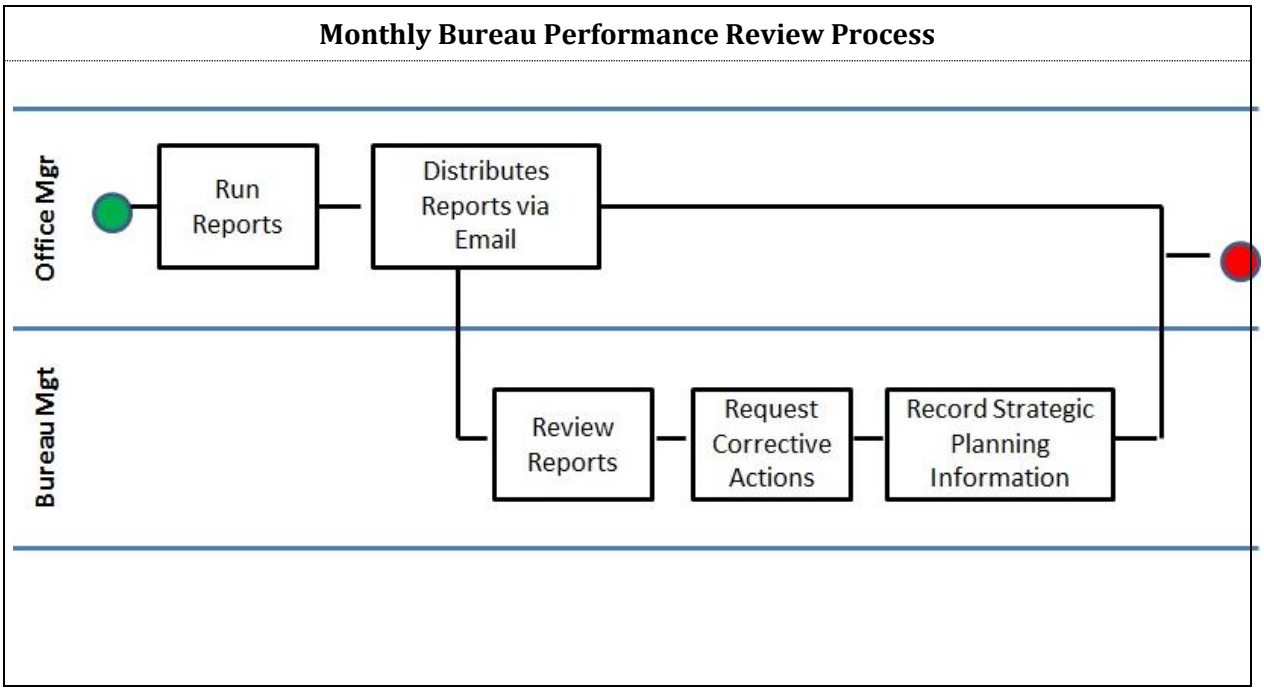
MyDocuments\ Monthly Reports-Charts\YEAR

where YEAR is the year of the report in "2016" format. For example:

MyDocuments\Monthly Reports-Charts\2016

6.2.2. The Office Manager saves a copy of each Year to Date Performance Summary Report in the following folder of their hard drive:

MyDocuments\ Quarterly YTD Reports-Charts\2016



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.