

Quarterly Performance Review

SOP# 101

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that Bureau Management uses to conduct a Quarterly Performance and Strategic Plan Review, hereinafter known as the Quarterly Review. The purpose of the Quarterly Review is to monitor progress in implementing the bureau's strategic plan and if warranted, take corrective action if any of the objectives are not being met. The Quarterly Review also monitors operational objectives and other anecdotal

management information for decision making. The Quarterly Reviews are held in the months of October, January, May and July. This procedure has the following goal(s):

- Conduct a Quarterly Performance Review;
- Provide the information necessary to keep the bureau on track for meeting its objectives;
- Provide the information necessary to keep the Strategic Plan up to date.

1.2. Scope

This procedure describes the step required to conduct a Quarterly Performance Review.

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 who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Bureau Management	<ul style="list-style-type: none">• Prepare and present all required data for the Quarterly Review.• Describe the last responsibility.
Deputy Commissioner for Standards and Inspections	<ul style="list-style-type: none">• Assign the role for taking minutes.
Executive Assistant to the Deputy Commissioner for Standards and Inspections	<ul style="list-style-type: none">• Schedule the Quarterly Review.

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 triggered quarterly on the date established by the Executive Assistant to the Deputy Commissioner for Standards and Inspections. Quarterly Reviews are held in the months of November, January, April and July.

- The Quarterly Review for July provides a final YTD report for the performance evaluation year and entire fiscal year (e.g. YTD Performance Summary Year report) as well as presents data for all other operational objectives.

4.2. Primary Procedure – Quarterly Review Meeting

Note: Bureau Management uses the Performance Report Document as the basis for a review of performance over the past three months. Attending: Bureau Management, Deputy Commissioner, Chief of Staff, Chief Financial Officer, and Scribe.

4.2.1. Bureau Management begins the Quarterly Review meeting with a review of the Year-To-Date (YTD) report

4.2.1.1. Note: The YTD report includes the “Standard” (target) for each strategic objective and the current data on each strategic objective (“YTD Actual”) in the prescribed format. (See exhibit.)

4.2.1.2. Note: Each strategic objective is color-coded under the “YTD Status” column as follows:

4.2.1.2.1. Green only if the objective’s target is met or exceeded

4.2.1.2.2. Red if the objective’s target is not met, and

4.2.1.2.3. Yellow if the objective is in progress

4.2.1.3. Note: The YTD is printed in hardcopy for posting.

4.2.2. Bureau Management presents quantitative data as follows:

4.2.2.1. All data presented is for the bureau’s performance evaluation year and fiscal year, both beginning July 1.

4.2.2.2. Strategic and operational indicators are presented in historical context for at least the previous two years to enable trend analysis

4.2.2.3. Key strategic and operational indicators are presented for each employee

4.2.2.4. Bureau Management uses graphs (e.g., bar charts, line charts, pie charts) in presenting data

4.2.3. The Scribe takes minutes at every Quarterly Review. The Scribe records the following:

4.2.3.1. Date and time of the meeting

4.2.3.2. Meeting participants and who did not attend

4.2.3.3. Any meeting decisions or actions including:

- 4.2.3.3.1. Actions taken or to be taken and by whom
- 4.2.3.3.2. Next steps
- 4.2.3.3.3. Important anecdotal information not included in the presentation
- 4.2.3.3.4. Questions, comments and/or decisions made by the Chief of Staff, Deputy Commissioner for Standards and Inspections (which are recorded and yellow-highlighted) and the Bureau Chief, and
- 4.2.3.3.5. Next meeting date, time and place
- 4.2.3.4. Personnel decisions or action related to an employee or any critical comments made regarding an employee are excluded from meeting minutes;
- 4.2.4. Bureau Management or the Deputy Commissioner for Standards and Inspections reviews the draft meeting minutes the for clarification and editing
- 4.2.5. The Scribe finalizes the Meeting minutes and circulates them to all participants within 5 work days.
- 4.2.6. The Scribe sends Minutes to IT for posting on the intranet.

4.3. Alternative Procedure

- 4.3.1. N/A
- 4.3.2. Exception Procedure
- 4.3.3. N/A

5. CUSTOMER SERVICE REQUIREMENTS

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

Customer	Requirements
Meeting attendees	<ul style="list-style-type: none">• Meeting minutes are clear, self-explanatory, objective and written in the same tense;• All data must be presented electronically;• All data reported must be reliable and valid.

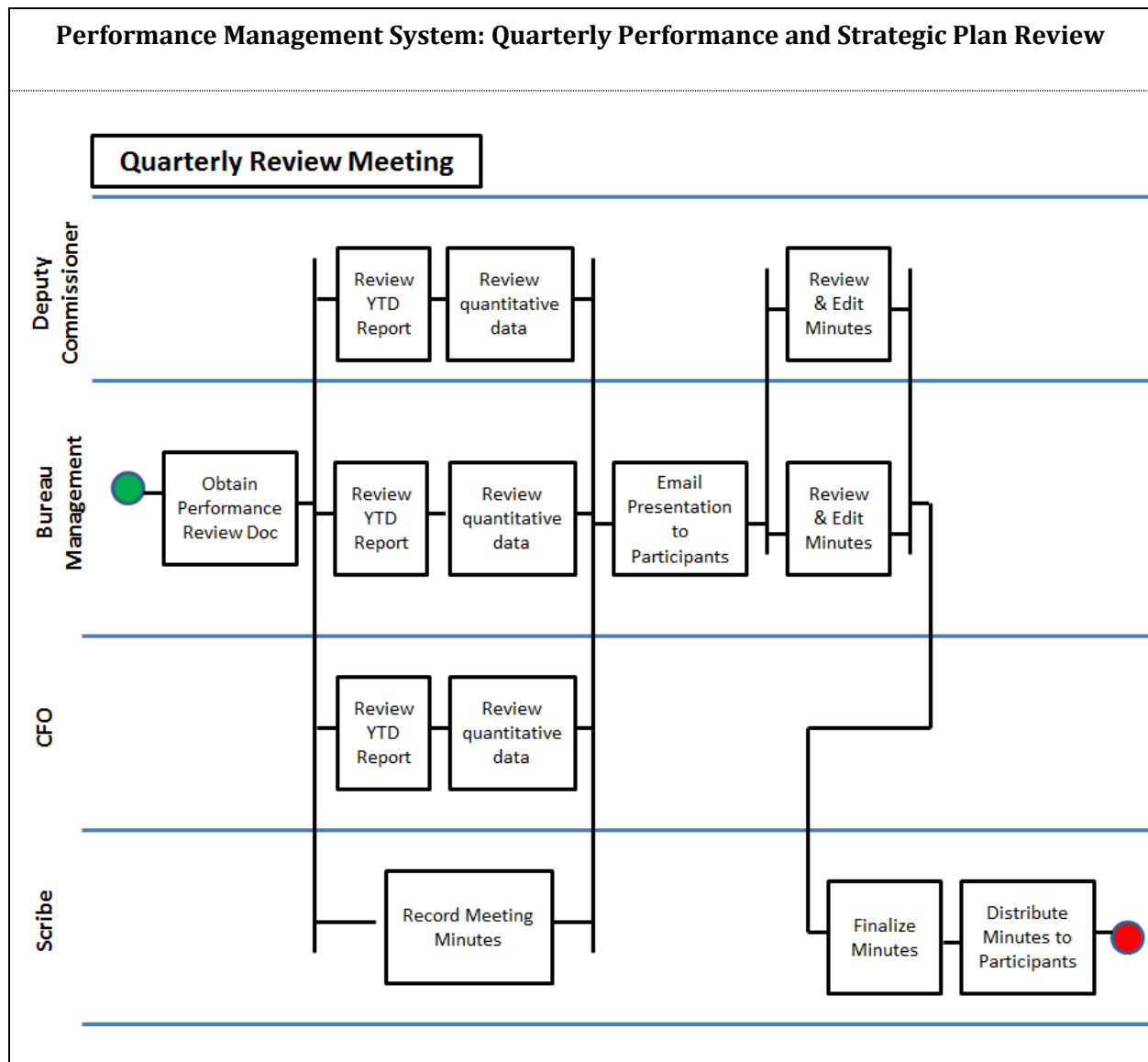
6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

- 6.2.1. The most current YTD report are posted on the bulletin board on the 6th floor of the Old Revenue Building
- 6.2.2. Meeting minutes must be archived on the bureau's intranet page by date and year
- 6.2.3. All data presented, including the YTD report, may be archived on the bureau's intranet page by date and by year
- 6.2.4. All documents are maintained on the local computer of the bureau Office Manager



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.