

**Performance Management System: Quarterly  
Performance and Strategic Plan Review  
SOP# 1560**

Employment Discrimination Bureau  
North Carolina Department of Labor

Procedure approved by:

Signature:

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Date:

*7/28/14*

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*7/28/14*

**STANDARD OPERATING PROCEDURE MANUAL**

## 1. PURPOSE and SCOPE

### 1.1. Purpose

This procedure establishes a method for conducting a Quarterly Performance and Strategic Plan Review hereinafter known as the Quarterly Review. The purpose of the 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.

### 1.2. Scope

The scope of this SOP includes the monitoring of operational objectives and other anecdotal management information for decision making. The Quarterly Reviews are held in the months of October, January, May and July.

## 2. PERSONNEL RESPONSIBILITIES

The following is a list of people who participate in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Deputy Commissioner for Standards & Inspections	<ul style="list-style-type: none"><li>• Assigns the role for taking minutes</li></ul>
Bureau Chief	<ul style="list-style-type: none"><li>• Prepares and presents all required data for the Quarterly Review</li></ul>
Executive Assistant to Deputy Commissioner for Standards & Inspections	<ul style="list-style-type: none"><li>• Schedules the Quarterly Reviews a year in advance</li></ul>

## 3. HEALTH AND SAFETY ISSUES - N/A

## 4. PROCEDURE

### 4.1. Primary Procedure

4.1.1. The date, time and place for the Reviews for the upcoming fiscal year are scheduled in advance during the month of July by the Executive Assistant to the Deputy Commissioner for Standards and Inspections.

4.1.2. The presentation of data and other information during the Quarterly Review should be electronic. The presentation should be emailed to the Chief of Staff, Deputy

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Commissioner for Standards and Inspections and the scribe after the conclusion of the Quarterly Review.

- 4.1.3. Minutes are taken by the scribe for every Quarterly Review and record the following:
  - a. Date and time of the meeting;
  - b. Meeting participants and who did not attend;
  - c. Any meeting decisions or actions including:
    - i. Actions taken or to be taken and by whom;
    - ii. Next steps;
    - iii. Important anecdotal information not included in the presentation;
    - iv. 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
    - v. Next meeting date, time and place.
  - d. Personnel decisions or action related to an employee or any critical comments made regarding an employee are excluded from meeting minutes.
  - e. A draft of the meeting minutes is reviewed by the Bureau Chief or the Deputy Commissioner for Standards and Inspections for clarification and editing.
  - f. Meeting minutes are finalized and circulated to all participants within 5 work days.
- 4.1.4. The Quarterly Review meeting begins with a review of the Year-To-Date (YTD) report.
  - a. 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.
  - b. Each strategic objective is color-coded under the "YTD Status" column accordingly—
    - i. Green only if the objective's target is met or exceeded;
    - ii. Red if the objective's target is not met; and
    - iii. Yellow if the objective is on hold or no longer valid.
  - c. The YTD is printed in hardcopy for posting.
- 4.1.5. Quantitative data is presented as follows.
  - a. All data presented is for the bureau's performance evaluation year either beginning April 1 or May 1 and ending March 31 or April 30;

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- b. Strategic and operational indicators are presented in historical context for at least the previous two years to enable trend analysis;
  - c. Key strategic and operational indicators are presented for each employee;
  - d. Use graphs (e.g., bar charts, line charts, pie charts) in presenting data.
- 4.1.6. The Quarterly Review for May provides a final YTD report for the performance evaluation year as well as presents data for all other operational objectives.
- 4.1.7. The Quarterly Review for July provides two YTD reports: one for the current performance evaluation year and the other for the entire fiscal year.

4.2. **Alternative Procedures - N/A**

4.3. **Exception Procedures - 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
Management, Bureau Chief, & Deputy Commissioner of Standards & Inspections	<ul style="list-style-type: none"> <li>• Meeting minutes are clear, self-explanatory, objective and written in the same tense.</li> <li>• All data must be presented electronically.</li> <li>• All data reported must be reliable and valid.</li> </ul>

## 6. DATA AND RECORD MANAGEMENT

### 6.1. Data and Record Management

- 6.1.1. The most current YTD report is posted on the bulletin board on the 6<sup>th</sup> floor of the Old Revenue Building.
- 6.1.2. Meeting minutes must be archived on the bureau's intranet page by date and year.
- 6.1.3. All data presented including the YTD report may be archived on the bureau's intranet page by date and by year.

## 7. Exhibits - N/A