

Goal Linkage High Quality ORM Workforce

Objective Linkage Recruit, develop, train, and retain a highly competent and diverse workforce by promoting a positive work environment.

Measure # 10 Improve employee satisfaction rate (4-13)

Performance Targets

Baseline	FY 2008 Target	Strategic Target
69% Satisfied	64% Satisfied	75% Satisfied

Data Source (What & Who) ORM employee satisfaction surveys and feedback will be measured on a semi-annual basis and if improvements are sustained, annual surveys will be conducted to monitor progress. ORM Customer Service Division will conduct and monitor the survey results.

Quarterly employee focus group meetings to discuss/identify recommendations for improved employee satisfaction. Who will conduct and monitor the meetings will be OCAP.

Data Verification Data will be verified through surveys, feedback from group meetings and initiation/implementation of viable employee enhancements.

Data Definition & Formula Improved employee satisfaction surveys, based as a percentage, will be utilized. Specific formula will be the baseline survey results and then compare analytically to subsequent survey results, which will provide a specific percentage of employees' satisfaction rates.

Process Owner Denise Bryant, Co-Team Leader
Monte Montesanto, Co-Team Leader

Final process owner(s) – Brenda Lewis, Customer Service Division