

RECLAMATION

Managing Water in the West

Implementation of *M4E* Decisions

Public Meeting

February 29, 2008



U.S. Department of the Interior
Bureau of Reclamation

M4E Goals

- **Improve Efficiency & Cost-Effectiveness**
- **Increase Transparency**
- **Hold Ourselves Accountable**
- **Collaborate with Customers**

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Implementation -- The Big Picture

- **Commitment to Implementing M4E Decisions**
- **Collaborating with Customers**
- **Tracking Implementation**
- **Review and Adjust**

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Types of M4E Decisions

- **Prepare specified products**
- **Implement defined processes**
- **Convert broad models to concrete practices**

Customer Involvement

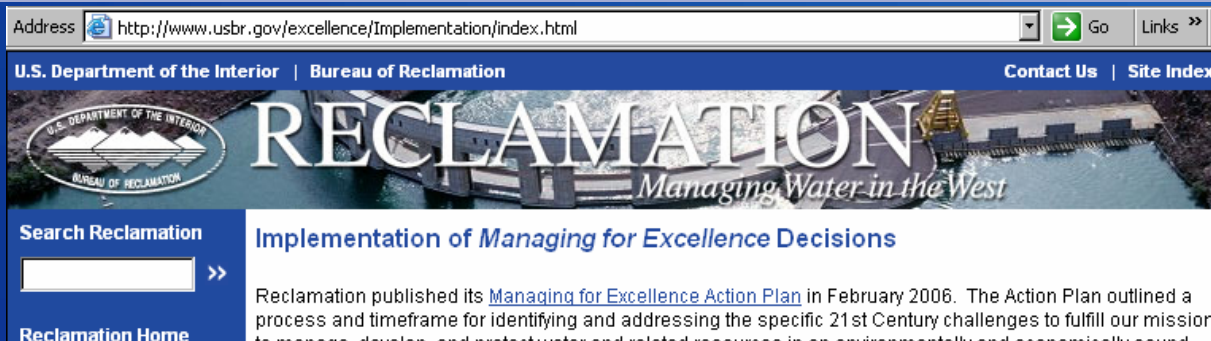
- **During Implementation – Tailor to the Situation**
 - Review and comment
 - Dialogue and interaction
- **Institutionalize Collaboration**

Tracking Reclamation's Progress

- Website
- Timelines
- Opportunities for Public Involvement

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Implementation Tracking Website



The screenshot shows a web browser window with the address bar displaying <http://www.usbr.gov/excellence/Implementation/index.html>. The page header includes "U.S. Department of the Interior | Bureau of Reclamation" and navigation links for "Contact Us" and "Site Index". The main banner features the Reclamation logo and the text "RECLAMATION Managing Water in the West". A search bar is labeled "Search Reclamation" with a search button. The main content area is titled "Implementation of *Managing for Excellence* Decisions" and contains a paragraph: "Reclamation published its [Managing for Excellence Action Plan](#) in February 2006. The Action Plan outlined a process and timeframe for identifying and addressing the specific 21st Century challenges to fulfill our mission to provide water and related services in an environmentally sound and economically sound manner." A "Reclamation Home" link is visible at the bottom left of the content area.

Tracking Reclamation's Progress

Reclamation has already put into practice many of the improvements identified as part of *Managing for Excellence* and has created plans to accomplish the individual tasks that have been identified. On this web page, Reclamation provides an opportunity to [track Reclamation's progress](#) as these changes are accomplished. You'll find a report that summarizes each task to be completed by Reclamation, organized by the Action Plan for those who have followed the *Managing for Excellence* process. This report will be updated periodically.

- For each task, you will find a summary of the status of that task.
- Where a task has been completed, a link to documentation – such as the specific improvements to corporate business practices is provided.
- Where Reclamation is currently working to complete a task, you'll find links to more detailed status information such as Reclamation's timeline for accomplishing that task.

ABOUT US

[Program & Activities](#)

[Water Operations](#)

You may wish to pay particular attention to [upcoming opportunities for public involvement](#) as Reclamation implements these improvements. Such opportunities have also been highlighted in each timeline.

Updated: February 1, 2008

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Implementation Tracking Report

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Managing Water in the West

<i>Action Item</i>	<i>Action Item Description</i>	<i>Task ID</i>	<i>Task Summary</i>	<i>Responsible Deputy Commissioner/ Director</i>	<i>Implementation Task Status</i>	<i>Click Link Below for More Information</i>
2	Ensure availability of the Reclamation Manual	DCEIA-1	Send memo to employees concerning Reclamation Manual	Deputy Commissioner, External and Intergovernmental Affairs	COMPLETED On May 30, 2006, the Acting Commissioner sent a memo to all Reclamation employees to communicate improvements to the Reclamation Manual web site.	Commissioner's Decision Memo for Action Item 2
		DCEIA-2	Send letter to stakeholders and other external offices concerning Reclamation Manual	Deputy Commissioner, External and Intergovernmental Affairs	COMPLETED On May 31, 2006, the Acting Commissioner sent a letter to Reclamation stakeholders announcing improvements to the Reclamation Manual web site.	May 30, 2006 memo to all employees May 31, 2006 letter to stakeholders

DOPPS-18

Develop and issue appropriate Project Management Policy and Directives & Standards

Director, Office of Program and Policy Services

Reclamation has developed the Reclamation Manual Release specified by this task. Draft posted for public review and comment on November 6, 2007. Follow the link at right to see the complete timeline.

[Timeline](#)

RD-1

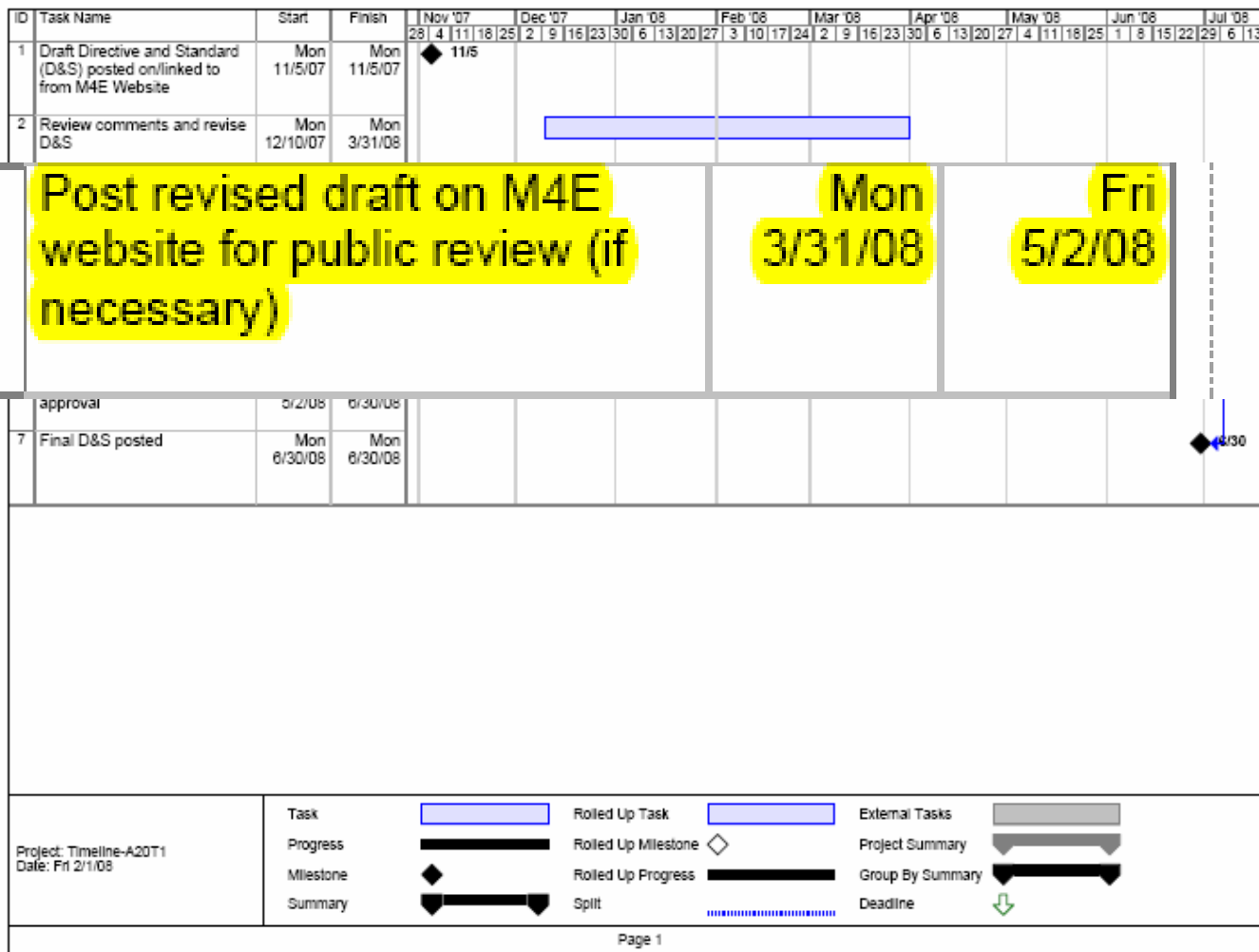
Send letter to region-specific stakeholders and other external offices concerning Reclamation Manual

All Regional Directors


COMPLETED Reclamation has sent letters to numerous stakeholders concerning changes to the Reclamation Manual. Follow the link at right to see an example. Reclamation will continue to distribute these letters to additional stakeholders.

[Example of a letter sent to stakeholders](#)



Sample Project Timeline



Opportunities for Public Involvement

Address  <http://www.usbr.gov/excellence/Implementation/index.html>

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Managing for Excellence

Implementation of *Managing for Excellence* Decisions

Reclamation published its [Managing for Excellence Action Plan](#) in February 2006. The Action Plan outlined a process and timeframe for identifying and addressing the specific 21st Century challenges to fulfill our mission to manage, develop, and protect water and related resources in an environmentally and economically sound manner in the interest of the American public.

The Action Plan identified 41 individual items to be examined. Reclamation's Commissioner has issued a decision on 38 of those 41 items. For each, the Commissioner has identified the **specific tasks** will be carried out by Reclamation. Reclamation is committed to implementing each task in a timely manner and continues to identify opportunities for public involvement as improvements are put into practice.

[Tracking Reclamation's Progress](#)

Opportunities for Public Involvement

You may wish to pay particular attention to [upcoming opportunities for public involvement](#) as Reclamation implements these improvements. Such opportunities have also been highlighted in each timeline.

Right-Sizing
Comments
FAQs
News
Contacts

- For each task, you will find a summary of the status of that task.
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OPPORTUNITIES FOR PUBLIC INVOLVEMENT, January 2008 through June 2008

Go to <http://www.usbr.gov/recman/> for instructions on how to submit comments

ID	Task Name	Description	Start	Finish	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Action Item 8, DOPPS-9	Opportunity for comment on draft Reclamation Manual release -- Operation and Maintenance Cost Allocation	Fri 1/25/08	Tue 2/26/08												
2	Action Item 8, DOPPS-9	Opportunity for review and comment on draft Reclamation Manual release -- Report Certification/ Project Planning	Tue 2/12/08	Tue 3/11/08												
3	Action Item 3, DOPPS-4	Opportunity for review and comment on draft Reclamation Manual release -- Mandatory Reclamation-wide Requirements and the Directives	Tue 2/26/08	Mon 3/31/08												

5	Action Item 15, DOPPS-15	Opportunity for comment on draft Reclamation Manual release -- customer representation on facility review teams	Mon 3/3/08	Fri 4/4/08												
6	Action Item 15, DTR-13	Opportunity for review of draft report containing a list of project features and discussion of various approaches to design	Tue 4/1/08	Mon 6/2/08												
7	Action Item 15, DTR-15	Opportunity for review and comment on draft Reclamation Manual release -- close-out process of draft report containing a list of project features and discussion of various approaches to design	Mon 6/2/08	Mon 7/7/08												
8	Action Item 15, DTR-16	Opportunity for review of preliminary web-based close-out questionnaire	Mon 6/2/08	Mon 7/7/08												

8	Action Item 15, DTR-16	Opportunity for review of preliminary web-based close-out questionnaire	Mon 6/2/08	Mon 7/7/08												
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Date: Tue 1/22/08 Task: Split: Progress: Milestone: Summary: Project Summary: External Tasks: External Milestone: Decline:

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Establishing an Ongoing Dialog

What is the best way to continue an ongoing dialog with customers?

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