

## What is Workload Process Improvement?

Workload process improvement is a part of policy development designed to ensure that policy, procedures and programs that affect field office workload are streamlined and efficient in order to minimize burden at the field office.

Authors of agency policy work with the Operations Management and Oversight Division (OMOD) to determine potential field office impacts. Workload analysis data serves as the baseline condition for estimates of how long it takes for field office personnel to complete key conservation activities or core work products (CWPs). The CWPs are further broken into specific tasks. As policy is developed, program managers analyze it to fine tune estimates of what changes will occur in existing field office tasks. Will more or less time be required? Based on these estimates of how the time to complete tasks will change, OMOD will provide a summary of the impacts in terms of additional or saved staff years.

A Field Office Advisory Board works with OMOD and the policy author to complete the summary impact analysis. This board consists of representation from each region in NRCS, at various organizational levels and in various disciplines. The advisory board is responsible for reviewing the policy and making sure that the summary analysis is sound and applicable to the way business is conducted at the field office.

## The Workload Improvement Process

- New policy, procedure or program is developed which affects field workload
- Policy author requests assistance with workload evaluation
- Policy author works with OMOD to determine new times to complete tasks
- OMOD determines the level of impact analysis necessary.
- Completed impact analysis are provided to Field Office Advisory Board for input and comment
- Prepare final report summarizing findings, and review with Director of OMOD and the Deputy Chief for Strategic Planning and Accountability
- Prepare recommendations for policy author's responsible Deputy Chief.



The workload process improvement process helps to institutionalize a field workload conscience. The resulting efficiencies will result in more time for natural resource planning.

## For Information

For information about workload process improvement, contact the Operations Management and Oversight Division at (202) 720-8388.

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