

Scored Initiatives

	A	B	C	D	E	Total
Service Quality Initiatives						
1 Client Satisfaction Survey	3	2	4	4	4	17
2 Business Development/Forecasting	2	2	2	5	3	14
3 Department Scorecard (Time on phone calls, contracts, etc.)	3	2	2	3	4	14
4 Activities Based Cost Accounting Structure	2	3	3	3	2	13
5 Develop Proactive Public Relations Campaign	3	2	3	4	3	15
6 Redefine Value Proposition	3	2	2	3	3	13
7 Strengthen Strategic Partnerships	4	4	4	4	2	18
8 Develop Partners Database	2	4	3	4	2	13
Improvement Process Initiatives						
1 CES Industry Specific CRM (Customer Relationship Management)	4	5	3	4	2	18
2 Knowledge Management Planning (Questioning tools for clients)	3	4	3	5	3	18
3 Improve CES Website	2	3	4	4	2	15
4 Seek Out New/improve Upon Current Partnerships	4	3	3	4	3	17
Staff Development Initiatives						
1 Continuation of Job Task Allocation Process	4	4	2	5	3	18
2 Mentoring Program	3	2	1	3	2	11
3 Formal Individual Development Plans (IDP)	4	4	3	4	3	18
4 Staff Recognition Program	3	2	1	2	4	12

Initiative Criteria Filter

A *What Value is created for our area?
(Cost/Benefit)?*

Rated 1-4	1	2	3	4
	Cost entirely outweighs the benefit	Mort costs than benefits	More benefits than costs	Benefits entirely outweigh cost

B *What human resource improvement/optimization does the initiative create?*

Rated 2-5	2	3	4	5
	No time savings	Minimal time savings	Reasonable time savings	Significant time savings

C *What is the Impact to the External clients/community?*

Rated 1-4	1	2	3	4
	No impact	Minimal impact	Reasonable impact	Significant impact

D *What is the Impact to the Internal clients/community?*

Rated 2-5	2	3	4	5
	No impact	Minimal impact	Reasonable impact	Significant impact

E *When will we realize the benefits?*

Rated 1-4	1	2	3	4
	Never	1+ year	6 months- 1 year	Immediate to 6 months

**Item B and D were weighted more heavily due to these items being of significant priority to our area.*