

Work Plan for FM Strategic Plan 2018-2020

Goal 1: Provide the highest <u>quality</u> of service across all ministries Scope – This committee will govern the strategic plan, define what quality is for each program, establish accountability and support leadership in quality measurement. It will also provide foundational and operational standards. Code of Regulations is not in scope.				Team members: Guillermo, Jason, Don R., Sr. Marilyn, Sr. June, Marci, Elaine, and Bill Mueller (finance) Leader: Guillermo Villa
Objective 1: Assess current operations of FM and individual ministries				
Action Steps	Owner	Due	Metrics/Deliverables- (color code for status)	Comments
a. Inventory and review existing policies and procedures – within each “bucket” and provide structure of Policies and Procedures	Elaine	Q2 '18	Review complete and structure provided	Team members – Guillermo, Jason, Don Complete
b. Benchmark FM Ministries against similar	Guillermo	Q4 '18 Q 2 –'19	Benchmark complete Gaps identified	Benchmark metrics, risks, and policies and procedures Team member – Sister Marilyn, Mike Barnett
c. Assess current processes, operations, outcomes and risk against current policies/procedures and determine where improvements are needed	Guillermo	Q4 '18	Audit complete by YE Gaps identified	Members TBD Action Plan in Obj 2
d. Develop measurements that tie to required outcomes/results by ministry	Elaine	Q4 '18 Q2 – '19	Measures established by YE	Team members – Jason, Sue
e. Create metric/quality committee on Board	Board	Q1 '18	Committee established and meeting	Complete

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Objective 2: Develop action plan for review and implementation based on results of Objective# 1				
Action Steps	Owner	Start/Due	Metrics/Deliverables- (color code for status)	Comments
a. Ensure overarching standards and individual ministry standards are aligned with mission and vision of FM per Obj 1	Directors (they approve policies and procedures)	Ongoing	TBD	
b. Develop surveys i. Survey client feedback ii. Survey partner feedback	TBD	Q2 '19	Surveys developed and deployed	
c. Based on results develop improvement plan and CTQ's (Critical to Quality)	Guillermo	Q2 '19	Planned developed and approved	
d. Carry out action plan	TBD	Q4 '20		

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Parking Lot/Future: