

BWWB Employee Engagement Action Plan

Department: Customer Support Services

Manager: Randy Harmon

Superintendent: Michael Parker

Team: Meter Readers

Date: December 1, 2016

Action	Success Measures	Timeframe for Completion	Action Plan Review Dates
Maintain monthly team meetings. Implement weekly meetings with team leads.	Monthly team meetings continue. Weekly meetings with team leads.	Ongoing	90-day review 180-day review 270-day review
Retain team competition. It is a great way to keep the employees motivated.	Team competitions continue.	Ongoing	90-day review 180-day review 270-day review
Support team members regularly to continue team camaraderie.	Team member support occurs daily and/or weekly throughout the team.	Ongoing	90-day review 180-day review 270-day review
Increase in teambuilding (social) events.	More teambuilding (social) events.	Ongoing	90-day review 180-day review 270-day review

BWWB Employee Engagement Action Plan

Department: Customer Support Services

Manager: Randy Harmon

Superintendent: Derek Robinson

Team: Field Services

Date: December 1, 2016

Action	Success Measures	Timeframe for Completion	Action Plan Review Dates
Implement a career development plan (line of progression) for employees.	Career Development Plan has been developed, approved and communicated by the management team and Human Resources.	April 2017	90-day review 180-day review 270-day review
Establish teamwork throughout the department by implementing quarterly teambuilding activities.	Quarterly team-building activities.	Ongoing	90-day review 180-day review 270-day review
Implement monthly coaching sessions with team leader or superintendent.	Monthly coaching sessions have been implemented throughout the team.	February 2017	90-day review 180-day review 270-day review

BWWB Employee Engagement Action Plan

Department: Customer Support Services

Manager: Randy Harmon

Superintendent: Melvin Staples

Team: Collections

Date: December 1, 2016

Action	Success Measures	Timeframe for Completion	Action Plan Review Dates
Improve communication within the team as it relates to the following: <ul style="list-style-type: none"> • Collection procedures • Projects • Consistent workflow for collection requests 	Collection policies and procedures are documented with the implementation of SAP.	April 2017	90-day review 180-day review 270-day review
Acknowledge employees efforts through recognition.	Monthly coaching and recognition meetings with team members.	April 2017	90-day review 180-day review 270-day review
Establish teamwork throughout the department by implementing quarterly teambuilding activities.	Quarterly team-building activities.	Ongoing	90-day review 180-day review 270-day review
Implement a formal training plan to assist employees in daily responsibilities.	Formal Training plan has been developed and approved by Department Manager and Human Resources.	Ongoing	90-day review 180-day review 270-day review