

**COUNTY OF LOS ANGELES
QUALITY AND PRODUCTIVITY MANAGERS' NETWORK**



Administrative Policy Manual

Policy No.: 1.0 Revised

Approved by QPMN:

Approved by QPC:

**Distribution: Quality and Productivity
Managers' Network; Quality and
Productivity Commission**

SUBJECT: EXECUTIVE COMMITTEE CHARTER OF THE MANAGERS' NETWORK

PURPOSE: To establish the membership, role and responsibilities, and procedures of the QPMN Executive Committee.

CHARTER: The Executive Committee is responsible for the general policy direction of the Network in consultation with Committee Chairs.

MEMBERSHIP: Membership consists of the Network Chair(s) and no more than 10 additional members, two of which rotate off each year and are replaced with members selected through a majority election by the full membership of the Network.

PROCEDURES: The Chair(s) and Vice Chair(s) of the Network are elected by a majority vote of the Executive Committee and serve for one year, unless special circumstances exist for adjusting the term. Chairs of Network Committees and Ad-Hoc Committees are appointed by the Chair of the Network. Vacancies on the Executive Committee after the annual elections will be appointed by the Chair(s) of the QPMN with the concurrence of the Executive Committee by a majority vote.

- RESPONSIBILITIES:**
1. Establish annual priorities for Network activities
 2. Review and approve planned Network programs and events
 3. Prior to implementation, the committee will submit any recommended changes to programs and events to the Quality and Productivity Commission Executive Committee for review and approval
 4. Review and approve annual report, program guidelines, and other documents
 5. Coordinate committees and ad hoc committee activities
 6. Provide support and guidance to all Network Managers.

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Administrative Policy Manual

Policy No.: 2.0

Approved by QPMN: April 26, 2004

Approved by QPC: February 28, 2005

**Distribution: Quality and Productivity
Managers' Network; Quality and
Productivity Commission**

SUBJECT: PRODUCTIVITY AND QUALITY AWARDS COMMITTEE CHARTER

PURPOSE: To establish the membership, role and responsibilities, and procedures of the Quality and Productivity Managers' Network Productivity and Quality Awards (PQA) Committee.

CHARTER: The PQA Committee is responsible for assisting the Commission in the planning and execution of the annual Productivity and Quality Awards (PQA) Program, which recognizes projects implemented during the specified fiscal year. The Committee reports to the QPMN Executive Committee.

MEMBERSHIP: Membership consists of the Co-Chair(s) elected by the General Membership, Network Managers and their Alternates, and the Commission Liaison.

RESPONSIBILITIES: The Committee serves as the connecting link for various tasks and activities that begin with the issuance of instructions to all County departments for submission of entries, and that culminate with the Commission and Board of Supervisors Awards Ceremonies.

Quality and Productivity Commission Executive Staff and Quality and Productivity Managers' Network

- Prepare announcement letter and formal instructions to solicit PQA entries.
- Review and Evaluate PQA proposals.
- Plan and implement all aspects of the formal evaluation process, including site and catering arrangements; solicitation letters for participants; photocopying of all entries; preparation of letters to all departments announcing results.
- Prepare, order, and distribute the event invitations.
- Coordinate the event video production.
- Coordinate and attend visits to Top Ten projects.
- Prepare scripts for Board of Supervisors, Chief Administrative Officer, Master of Ceremonies, and PQA Chair(s).
- Order or arrange award banners, plaques and certificates.
- Coordinate Board of Supervisors Ceremony.
- Design and arrange for printing of Program Booklets.

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Administrative Policy Manual

Policy No.: 3.0

Approved by QPMN: April 26, 2004

Approved by QPC: December 13, 2004

**Distribution: Quality and Productivity
Managers' Network; Quality and
Productivity Commission**

SUBJECT: TRAINING AND EDUCATION COMMITTEE CHARTER MANAGERS' NETWORK

PURPOSE: To establish the membership, role and responsibilities, and procedures of the Quality and Productivity Managers' Network Training and Education Committee

CHARTER: The Training and Education Committee is responsible for planning, organizing and evaluating programs for the Quality and Productivity Managers' Network membership, enhancing career skills and personal development in the areas of quality and productivity.

MEMBERSHIP: Membership consists of members of the Quality and Productivity Managers' Network.

RESPONSIBILITIES:

1. Evaluate the training needs
2. Arrange training and education for the membership
3. Evaluate the training needs and maintain a file of trainers and articles to assist Network Managers and other County employees in learning about quality and productivity methods.
4. Consult with the QPMN Executive Committee new ideas/needs for training
5. Submit a report to the QPMN Executive Committee for inclusion in the Quality and Productivity Commission's Annual Report
6. Provide orientation training for new Network Managers
7. Encourage Network Certification training and mentoring of Network Managers

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Administrative Policy Manual

Policy No.: 4.0

Approved by QPMN: February 2008

Approved by QPC: April 2008

**Distribution: Quality and Productivity
Managers' Network; Quality and
Productivity Commission**

SUBJECT: NETWORK MANAGERS' ROLE AND STANDARDS FOR PARTICIPATION

PURPOSE: To establish Network Managers' Role and Expectations for Participation.

MEMBERSHIP: Membership is comprised of employee representatives from each County department, who have been designated as Quality and Productivity Managers and Alternates by their Department Heads. Members serve voluntarily on a number of Network and Commission Committees.

ROLE: The Network Manager has the opportunity of being the eyes and ears of his/her department in a vital area of County government. Network Managers have a pivotal role in coordinating the preparation and submission of their Departments' proposals for Productivity Investment Fund grants and loans, and PQA entries. Moreover, the Manager is his/her department's contact with other departmental Network Managers. He/she serves as a vital informational link between County departments, the Quality and Productivity Commission, and the Chief Administrative Office.

Each County department is represented on the QPMN. The role of Network Manager is a multifaceted one, encompassing leadership, training skills and supervisory capabilities. Most importantly, through their activities with the Network, Managers are able to actively pursue opportunities for their departments to be at the forefront in the competition for PIF loans and/or grants.

The Commission sponsors seminars to increase members' skills and knowledge of County productivity improvement methods, programs and resources. These seminars have included performance measurement and work simplification; developing and measuring productivity programs; absenteeism reduction, increasing creativity and team building.

The Network Manager's departmental role encompasses two essential areas: duties and responsibilities, and promotion of productivity concepts and service excellence.

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RESPONSIBILITIES:

- Serve as a resource/liaison between the Quality and Productivity Commission and his/her department.
- Represent his/her department to various QPMN, QPC Committees, and other departments.
- Collaborate with other departmental Network Managers with best practices to reduce duplication of efforts.
- Promote, support, and facilitate PIF and PQA submissions to ensure that proposals are effectively prepared.
- Promote service excellence and productivity improvement as a way of doing business.
- Solicit top management support interest in and support of quality and productivity programs.
- Sponsor quality and productivity programs.
- Monitor productivity through his/her department.
- Generate interest in the QPMN among other County employees and top management. by disseminating information about Network resources - a useful marketing tool