



# QUALITY MATTERS



*2016 Fall e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS



### 30TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS

The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission will be celebrating the 30th Anniversary of the Productivity and Quality Awards (PQA) program on Wednesday, October 19, 2016, at the Music Center. **Rick Garcia** from KCAL/KCBS will serve as our Emcee.

"Heritage of Excellence" is this year's theme and as we celebrate our 30th Anniversary, we will be recognizing and honoring **Supervisor Michael D. Antonovich** for his vision, support, and active participation in the PQA and the Commission. The Supervisor is leaving a "Heritage of Excellence" by promoting quality and productivity throughout County departments and bringing innovative programs and services to the forefront of County services. The County is a leader in innovation and the Supervisor has led the way,

We hope you join us in this special celebration!



Rick Garcia and Supervisor Michael Antonovich - PQA  
2015



## **DATES TO REMEMBER**

### **PQA Proposals Due**

The Commission Chair and PIB Chair will  
Send Out a Notice Shortly

### **PMN General Meetings**

November 2  
December 1 (Holiday Reception)

### **PQA Awards Luncheon - 30th Anniversary**

October 19, 2016



## PRODUCTIVITY MANAGERS' NETWORK

### **Productivity Managers' Network Evaluation at the Marina Burton Chace Park - August 3, 2016**

**Commissioner Evelyn Gutierrez**, PQA Chair, and **Kumar Menon**, PMN Chair, welcomed managers to the Evaluation at the Marina on August 3, 2016, at Burton Chace Community Center in Marina del Rey. There were 45 managers, representing 30 departments, and three Commissioners who attended. Managers read and evaluated 62 PQA entries, which is the first stage in selecting the Eagles, Top Ten, and Commission Special Awards.

It was another beautiful day at the Marina and managers read a number of excellent proposals. In addition, the following entries were recognized for their Creative Title:

- Avatar Assistance for Traffic Web Page- Superior Court
- Buyer Beware - Regional Planning
- Wags to Riches, a Tail of the Healthy Pet Expo - Public Health with Collaborators
- Staying Alive, CPR Anytime - Fire



Commissioners Shawn Landres and Evelyn Gutierrez with Torie Osborn, Deputy to Supervisor Sheila Kuehl



Productivity Managers Reading Proposals

## **"SPOTLIGHT" ON NETWORK MANAGERS"**



**I Could've Been a Star  
by Glen Joe  
Los Angeles County Sheriff's Department**

Circa 1983, as a chubby 8th grader, Glen Joe was on the road to being the next martial arts movie star. Fast forward to 1988 he became a County employee with the Assessor's Department making his way through college as a student worker.

He has gained progressive experience in the public sector as a result of having mentors who offered a variety of opportunities which challenged him to learn and grow (realistically because he couldn't hold a job down). Currently, he is responsible for directing Fiscal Administration Bureau, a branch of Administrative Services Division of the Sheriff's Department.

In his limited spare time, Mr. Joe enjoys being with his wife of 20 years (thanks for keeping me my Love!) and his two daughters which includes: pretending to play golf, traveling, or simply enjoying a good book while sipping tea or a Cup O' Joe (caffeine addiction as noted by his head shot).

Motivated by the movie "Wall Street", Glen earned a Bachelor of Science degree in Business Administration, with an emphasis in Finance from California State University of Los Angeles with dreams of being the "next Warren Buffett."

To read more about Glen, [click here](#).



**WELCOME NEW PRODUCTIVITY  
MANAGERS!**

The Commission welcomes the newest Productivity Manager to the Network. **Stanley Yen** is the Alternate Productivity Manager representing the Department of Human Resources.

Productivity Managers play a valuable role in carrying out programs and

activities sponsored by the Commission. They are highly respected by the Commission.



Welcome Stanley!

## PRODUCTIVITY INVESTMENT FUND

### Loans and Grants Awarded to Departments

Established by the Board of Supervisors in 1984, the Productivity Investment Fund (PIF) program is used to help departments jump-start innovative pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.

The Commission solicits proposals each quarter and carefully reviews the merits of each project in a three-step vetting process before approval by the full Commission.

To view projects approved for loans, grants, or a combination of both in Fiscal Year 2015-2016, [click here](#).

Please contact the Commission office at (213) 893-0322 for additional information.



## 2016 DEPARTMENT VISITS



The Commission visits all County departments on a two-year cycle where Commissioners meet with the department head and the executive team. The purpose is to gain insight into departmental operations and priorities, and to provide support for efforts to enhance quality and productivity.

The Commission visited the following departments in the second quarter of the year. Click on the department to view the results of the visit:

[Assessor - July 6](#)

[Public Defender - July 13](#)

[Registrar-Recorder/County Clerk - July 27](#)

[Sheriff - July 28](#)

[Alternate Public Defender - August 24](#)

To view Department Visit reports for the entire year, [click here](#).

## QUICK LINKS

[Commission Web](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)