



# QUALITY MATTERS



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

## COMMISSION NEWS

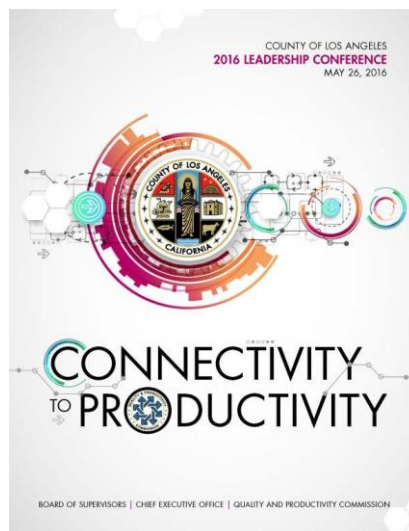
### 2016 LEADERSHIP CONFERENCE

Engaging and thought-provoking presentations on the theme, "Connectivity to Productivity," were the order of the day at the County's 14th Annual Leadership Conference, held Thursday, May 26, at the Music Center. **Commissioner Shawn Landres** served as facilitator, and **Commissioner Rod Gibson**, Chair, welcomed attendees.

The capacity audience responded enthusiastically to the "human-centered approach to vision and planning" promoted by **John Keisler**, Long Beach Innovation Team Leader. In a thoughtful yet humorous presentation, Keisler encouraged County leaders to "work your way up from people to policy" instead of the other way around.

A lively, historic presentation on the "First 100 Years of the Boeing Company" was given by **Norma Clayton**, Vice President, Learning, Training and Development. She traced the company's footprint in California from 1910 to the present, pointing out the important roles played by McDonnell Douglas, Howard Hughes and the late Astronaut Sally Ride.

Also participating in the Conference were Kurt Floren, Agricultural Commissioner/Director of Weights and Measures; Cynthia Harding, Acting



Director, Public Health; Marcia Mayeda, Director, Animal Care and Control; and Lori Glasgow, Executive Officer, Board of Supervisors, Executive Office.

To read more about the conference...[Click here.](#)

## 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.

"Heritage of Excellence" is the theme. The deadline to submit proposals is **July 6, 2016**. The next step will be for the Productivity Managers to evaluate and rate each application. Evaluations will take place on Wednesday, August 3, 2016, at Burton Chase Park in Marina del Rey.

Will your department be a Top Ten recipient? Who will receive the coveted "Golden Eagle" Award? These questions and many more will be answered at the PQA luncheon on October 19, 2016.



**2015 Golden Eagle Award Recipients**  
Public Health with Public Works, Parks and Recreation,

Regional Planning, Arts Commission, and Internal Services  
"Mega \$\$\$! Grants to Grow a Healthy County"



## **DATES TO REMEMBER**

### **PQA Proposals Due**

July 6, 2016

Note: Please check with your Productivity Manager for your Department's Internal Deadlines

### **PMN General Meetings**

August 3

November 2

December 1 (Holiday Reception)

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

October 19, 2016

## **PRODUCTIVITY MANAGERS' NETWORK**

### **Productivity Managers' Network General Meeting Eaton Canyon - May 4, 2016**

Kumar Menon, PMN Chair, welcomed managers to the most important PMN meeting/training of the year. The Productivity and Quality Awards (PQA) training kicks off the PQA season and allows managers to ask numerous questions on the PQA process. In addition, a special presentation by Kris Lewis, Director of Government and Foundation Relations for the Los Angeles County Museum of Art (LACMA), was given on career and professional development

Read more on the visit by [clicking here](#) and scrolling down the page.



## "SPOTLIGHT" ON NETWORK MANAGERS"

**Elizabeth Mendez**  
**Administrative Services Manager II**  
**Department of Parks and Recreation**

Elizabeth Mendez was appointed Productivity Manager for the Department of Parks and Recreation in 2007. Her knowledge of the County and involvement with quality and productivity activities sponsored by the Commission, makes her a highly regarded member of the Productivity Managers Network (PMN).



She has more than 17 years of progressive experience working in the public sector. Currently, she is responsible for directing the Management Services Section of the Department, which includes conducting fraud and theft investigations based on internal control deficiencies and conducting Internal Control Certification Program reviews for Department facilities.

In her limited spare time, Ms. Mendez enjoys being a soccer mom to her two, adorable children, Jacqueline and Andrew. She has been married to the love of her life for 17 years.

She earned a Bachelor of Science degree in Business Administration, with an

emphasis in Finance, from the University of Southern California.

To read more on Elizabeth, [click here](#).

## WELCOME NEW PRODUCTIVITY MANAGERS!



The Commission welcomes the newest Productivity Manager to the Network. **Dr. Ellen Rothman** represents Health Services, Martin Luther King, Jr.

Productivity Managers play a valuable role in carrying out programs and activities sponsored by the Commission. They are highly respected by the

Commission.

## 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 2014-2015, [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:

[Fire Department - March 24](#)

[Child Support - April 25](#)

[Treasurer and Tax Collector - May 16](#)

[District Attorney - May 19](#)

[Community Development Commission/Housing Authority - June 9](#)

To view the results of last year's visits, [click here](#).

## QUICK LINKS

[Commission Web](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)