

Dates to Remember in 2015!

Leadership Conference
May 27

PQA Awards Luncheon
October 21

PIF Proposals Due
April 10
July 8
October 9

PMN General Meetings
May 6
August 5
November 4

PMN and PMN Alumni Holiday Reception
December 1

Quick Links



QUALITY MATTERS



2015 Spring e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

BOARD, COMMISSION BID FAREWELL TO COMMISSIONER PATRICIA "PAT" JOHNSON



Saying that "her extensive experience in health has been very valuable in identifying and shaping projects" developed by County Departments and awarded grants from the Productivity Investment Fund (PIF)," Supervisor Michael D. Antonovich, Mayor of the Board, recently honored Commissioner Patricia Johnson.

She was recognized for 17 years of outstanding and dedicated service to the Quality and Productivity Commission (QPC).

Commissioner Johnson announced her retirement in December.

"These projects had and continue to have a major impact in the healthcare delivery system," said Mayor Antonovich. He was joined by Interim CEO Sachi Hamai and members of the Commission for the presentation.

"Commissioner Johnson was an integral part of the leadership of our Commission and she was instrumental in vetting many of the Department proposals we funded," said Commissioner Rod Gibson, QPC Chair. "She was a strong proponent of performance measures and we valued her astute assessment of project outcomes. She will be greatly missed by all," he added. Commissioner Jaclyn Tilley Hill presented Pat with a beautiful bouquet of flowers.

Commissioner Johnson was appointed to the QPC on June 17, 1997 and served in many capacities, including 1st Vice Chair, 2nd Vice Chair, and

[Commission Website](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

as Chair of the Productivity Investment Board, Leadership, Plain Language and Promotion Committees.



"STRATEGIC PLANNING RETREAT" (2016-2022)



On May 14, 2015, Commissioners will gather at Eaton Canyon Nature Center in Pasadena to update its five-year Strategic Plan (2016 - 2020). Joshua Avedon, a certified facilitator and trainer, will navigate Commissioners through the strategic decision-making process.

"We will take a look at the Commission's programs and activities, identify areas of improvement, and set some future goals," said Commission Chair Rod Gibson.

Presently, the QPC Strategic Foresight Working Group (SFWG) is compiling information from stakeholders, such as Department Directors

and Productivity Managers. We are seeking their input on ways the Commission may better promote the effectiveness, efficiency and quality of County services over the next five years, said Commissioner Shawn Landres, SFWG Chair.

The SFWG will create a draft agenda for the all-day retreat. A copy of the Commission's updated Strategic Plan will be made available at a future date.

PRODUCTIVITY MANAGERS' NETWORK



A "BIG" WELCOME TO NEW MANAGERS

A total of 13 new Productivity Managers have joined the Productivity Managers' Network. **Commissioner Shawn Landres, Jennifer Coultas**, Chair, Productivity Managers' Network, and **Victoria Pipkin-Lane**, Executive Director of the Commission, welcomed 10 managers to the New Managers Orientation meetings on January 14 and 29. New members include:

Torie Osborn, Third Supervisorial District
Nik Swiatek, Third Supervisorial District
Dorothy Phillips, Animal Care and Control
Shane Lee, Animal Care and Control
Christopher Nguyen, Auditor-Controller
Nicolette Taylor, Beaches and Harbors
Caroline Torosis, Consumer Affairs
Inna Sarac, Medical Examiner-Coroner
Tracy Holcombe, District Attorney
Jenny Brown, Public Defender
Kimberly White, Public Social Services
Michael Bono, Public Social Services
Kimberly Lyman, Public Works

The Commission looks forward to working with the new managers to continue promoting and bringing new and innovative programs to the Commission.

Productivity Managers' Network General Meeting Internal Services - February 19, 2015

Internal Services Department (ISD) **Productivity Managers Celina Ortiz** and **Diane Quarker**, and Chief Technology Officer **Jac Fagundo** welcomed the Productivity Managers Network to the Downey site for its general meeting on February 24.



Commissioners Evelyn Gutierrez and **Shawn Landres**, liaisons to the network, thanked the managers for their commitment and dedication to implementing Quality and Productivity Commission programs. They encouraged the managers to continue to participate and to bring their ideas to the group.

As part of the winter general meeting, Fagundo led Productivity Managers on a tour of ISD's state-of-the-art "eCloud Computing Project," an innovative, self-service portal for centralized servers, network and data storage systems.

Fagundo was the project manager for "eCloud Computing," which received the Silver Eagle Award at the 28th annual Productivity and Quality Awards program last year.

The next meeting of the Productivity Managers Network will be on Wednesday, May 6.

[Click here for additional information...](#)

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 pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.

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

To view projects approved for loans, grants, or a combination of both in Fiscal Year 2013-2014, [click here](#).

The next PIF Proposals will be due on:

April 10

July 8

October 9

DEPARTMENT VISITS



The Commission visits all County departments on a two-year cycle and meets with the department head. The purpose is to gain insight of departmental operations and priorities and to assist the department in enhancing quality and productivity.

The Commission will be visiting the following departments during the first quarter of 2015:

- [Museum of Art](#) (February 26)
- [Chief Information Office](#) (March 16)
- [Human Resources](#) (March 25)