

**COUNTY OF LOS ANGELES
QUALITY AND PRODUCTIVITY COMMISSION**



Administrative Policy Manual

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SUBJECT: DEPARTMENT VISIT COMMITTEE CHARTER

PURPOSE: To establish the Membership, Role, Responsibilities and Procedures of the Department Visit Committee.

CHARTER: The role of the Department Visit Committee is to gain an understanding of departmental operations and priorities and to assist the department toward realizing enhanced productivity and quality services.

MEMBERSHIP: Membership consists of a minimum of four Commissioners, including the Commission Chair and one or two Productivity Managers appointed by the Commission Chair. The Committee meets four times per year or more frequently as required by the Chair.

RESPONSIBILITIES:

1. Schedule Commission visits to all departments and meet with Department Heads within a two year cycle.
2. Utilize concepts, which are key to the Commission's effectiveness: Promote, Entrepreneurship, Sharing, Resolve, Recognize, Encourage, Exchange, Evaluate, Innovate, Advise, Assist, and Stimulate.
3. Identify interdepartmental issues or areas of common concern among departments.
4. Identify common functions across department lines for possible integration of projects.
5. Identify opportunities to provide support in the departmental planning and improvement processes.
6. Identify issues for full Commission consideration and/or action.
7. Identify the role of the productivity managers.
8. Identify existing and potential employee involvement: How is the department doing this or if not, what could be the process for this.

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9. Identify opportunities to assist the department in defining and analyzing its current functions, outputs and customers' satisfaction level.
10. Identify the process for change and overcoming organizational rigidity.
11. Identify what quality and productivity measurements are used, and how the measures and results are tracked over time.

PROCEDURES:

1. Departmental visits will be coordinated through the Commission Office under the leadership of the Chair of the Department Visit Committee.
2. The Department Head is sent copies of Department Visit letter and the Commissioners' Department Visit Summary.
3. Visits will include a minimum of four to six Commissioners, one or two Productivity Managers, and the Executive Director or other office representative.
4. Prior to the meeting with the department head, the Quality and Productivity Office, in conjunction with the department's Quality and Productivity Manager, is to provide the Commissioners with the following information:
 - a. Departmental overview information.
 - b. Department's annual activities with the Commission (PIF and PQA)
 - c. Issues from previous QPC visits to the Department and the last Department Visit Report.
 - d. Completed Department Visit Summary
 - e. Best Practices which may be applicable
5. After the meeting, the Commission Chair will assign a Commissioner to follow-up on action items as needed.