

PROFILE: Environment, Relationships, Strategic Situation

VISION: For Tennessee to be the best location in the southeast for high quality jobs
PRIORITIES: Jobs, Education & Workforce Development, Health, Safety, Efficient Government

1. Leadership

- How do your senior leaders lead?
- How do you govern and fulfill your social responsibilities?
- Organizational Development
- Policies
- Monthly Cabinet Meetings / Monthly Cabinet CFG Meetings
- Audits / Legislative Review Committees
- Green Initiatives / Health & Wellness Initiative
- Evaluation Of Leaders
- *LEAN Is Leadership-Driven – Setting Priorities, Trusting Those Who Do The Work*

2. Strategic Planning

- How do you develop your strategy?
- How do you implement your strategy?
- Customer Focused Government Plan / Departmental CFG Plans & Monthly Results
- Public Dashboard On Website / Accountability Plans
- Budget Process
- Information Systems Plan
- Governor’s Legislative Process
- LEAN Team Charter Linked With Strategic Plan
- *LEAN May Be A Tool For Action Plans*

5. Workforce Focus

- How do you build an effective and supportive workforce environment?
- How do you engage your workforce to achieve organizational & personal success?
- Talent Management: Recruitment, Competency-based Development, Succession Planning
- NEXT GEN IT
- Performance Management, SMART Goals, Coaching
- On-Boarding
- Leadership Development: TGEI, TGMI, LEAD TN, Governor Fellows, Customized Agency Programs
- *LEAN Methods – Workforce Capacity, Empowered Teams, Employee Engagement*

7. RESULTS

- What are your product performance and process effectiveness results?
- What are your customer-focused performance results?
- What are your workforce-focused performance results?
- What are your senior leadership and governance results?
- What are your financial and marketplace performance results?
- Jobs, Education & Workforce Development, Health, Safety, Efficient Government
- Data Dashboard
- Customer Focused Government Monthly Results
- Talent Management
- *LEAN Reduces Waste, Improves Timeliness, Quality And Customer Satisfaction*

3. Customer Focus

- How do you obtain information from your customers?
- How do you engage customers to serve their needs and build relationships?
- Customer Focused Government – To Provide Best Service To TN Taxpayers @ Lowest Cost
- Statewide Customer Service Training
- Agency – Customer Surveys, Complaint Tracking
- Constituent Services
- *LEAN Identifies Value In The Eye Of The Customer*

6. Operations Focus

- How do you design, manage, and improve your key work processes?
- How do you ensure effective management of your operations on an ongoing basis for the future?
- Business Solutions Delivery
- 4 Disciplines Of Execution
- Internal Audits
- Sub-Cabinet Teaming
- Top To Bottom Reviews
- *LEAN –Value Streams, A3’s, Events, Swim Lanes, 5S*

4. Measurement, Analysis & Knowledge Management

- How do you measure, analyze and then improve performance?
- How do you manage your organizational knowledge assets, information, and information technology?
- TN Data Dashboard / CFG Monthly Results / Department Performance Metrics
- Talent Management
- Information Systems Council; Information Systems Plan
- *LEAN Results – Central Repository*