



FIELD OPERATIONS OVERDUE REPORT REDUCTION STANDARD WORK

VERSION DATE 6/28/18

Standard Work for Field Operations Sections to Reduce Overdue Reports

Purpose: Standardize leadership accountability practice to review conditions causing overdue reports and supervisors to obtain closure commitments, when appropriate, on all reports 45+ days old, when the percentage of reports for a Section that have been open for 60+ days (Overdue) reaches a critical threshold.

Trigger: Percentage of Overdue Reports for a Section is above the target performance goal as determined by Leadership at the beginning of a week (target performance goal shall not exceed 17% of open reports in an overdue status).

Deliverables:

1. Program Manager to identify the unit(s) that most significantly impact the total number of overdue reports for the Section to obtain closure commitments, barriers, and approved conditions for overdue reports.
2. Program Supervisor to identify all cases 45+ days old to document commitments to resolve, or to provide Leadership with the reason that will cause the investigation to be overdue using the 45+ Check Sheet.
3. If report status for all cases is unknown, Program Supervisor to triage all cases 45+ days old with the Specialists for the purposes of providing investigation direction, obtaining the barrier, or setting an obtainable, and firm closure date using the 45+ Check Sheet. More than half of the closure commitments should be overdue reports.
4. Countermeasures should be created and added to the Unit Huddle Board Countermeasure sheet to improve investigation process when applicable.
5. Program Supervisor completes 45+ Check Sheet and provides a copy to Program Manager by 11 AM on Monday.
6. Program Manager approves and submits to Program Administrator by Noon on Monday.
7. Program Administrator submits aggregate data for weekly accountability call.
8. Program Supervisor provides updated 45+ Check Sheet with progress on closure commitments to Program Manager on the following Monday. If targets are missed update barriers to completion.

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