

**From:** Iowa Reinvention Update [iowaregov@psg.us]  
**Sent:** Friday, July 08, 2005 5:01 PM  
**To:** Leto, Sam [LEGIS]  
**Subject:** Iowa Reinvention Update Message 7-8-05

## **Iowa Reinvention Update, July 8th, 2005**

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Please forward to others who may be interested. For (un)subscription information, see below. The latest information and resources are on our website at <http://iowa.regov.org>

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### **Features:**

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### **CHARTER AGENCIES CONTINUE TO DELIVER RESULTS**

Iowa's Charter Agencies are continuing to produce results that citizens care about. For example, the Department of Human Services increased the number of eligible Iowans receiving food and nutrition benefits by more than 11% so far in FY05. The Department of Natural Resources reduced turnaround time for air quality construction permits from 62 to 6 days and eliminated a backlog of 600 permits in six months. This was accomplished without sacrificing environmental standards or quality. [MORE...](#)

### **DEPARTMENT OF NATURAL RESOURCES SERVICE CONTRACT TRAINING**

Last month, The Public Strategies Group participated in the Department of Natural Resources service contracting training workshops. Participants attended a day-long session to receive training on several components of service contracting, including competitive bidding, writing RFPs, selection of vendors, contract negotiation, contract management, and more. During the training workshop, PSG gave a presentation about performance contracting and Iowa's Accountable Government Act. [MORE...](#)

### **"DRIVING" THE DASHBOARD HOME**

We define a dashboard as a "management tool" that allows organizations as a whole and each part of the organization to know on a regular basis how it is performing in the areas that determine their success. Dashboards can range from a simple, stand-alone visual representation of key performance indicators to a high level, roll-up "view" of a comprehensive performance management system. Either way, a dashboard has a common goal - to bring critical information to decision makers to help understand and improve the performance of their organization. [MORE...](#)

### **SEARCH FOR NEW FRONT LINE TEAMS UNDERWAY**

Iowa State is looking for new Front Line Teams interested in improving an important business process. Zoom into breakthrough change is a comprehensive consulting, training and facilitation program. Zero in, Organize a test, Observe, Make it happen. Everything you do at work is part of a business process such as a customer request process, service delivery, invoicing, etc. Whether you or your department wants to improve customer satisfaction or better meet a Governor's Leadership Agenda goal, any process can be improved to achieve better results. [MORE...](#)

### **FRONT LINE TEAMS PRODUCE RESULTS**

Iowa's Front Line Process Improvement Teams continue to produce results! Over the past several months, results from this program have begun to flood in. For example, the General Services Enterprise Contract Renewal Team is implementing multiple changes to reduce the average contract processing time from 23 days to just over one day; applied to approximately 800 contracts, that will result in a 17,600-day savings! The agency held its first ever vendor fair May 18 and launched a new emergency buying feature in its contract with OfficeMax enabling purchases in any of its stores at contract prices. [MORE...](#)

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