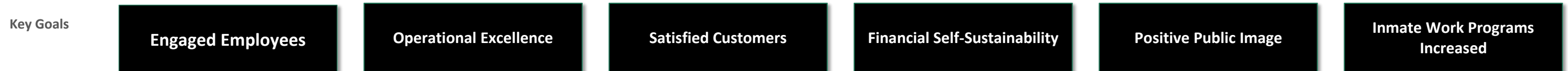
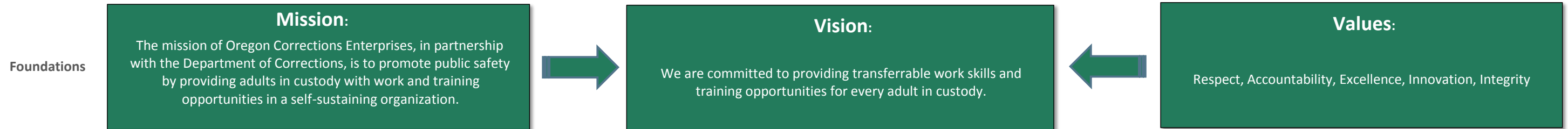


T R A I N

Transparent Results to Advance Interactions and New solutions



Fundamentals Map



Core Processes	Operating Processes							Supporting Processes									
	OP1	OP2	OP3	OP4	OP5	OP6	OP7	SP1	SP2	SP3	SP4	SP5					
Process Owner	S Ryan		B Cannard		B Snodgrass		B Ward	K West	L Hensel / S Eastwood		T Simpson		K Jeske	S Haywood	A Struxness	S Willis	S Haywood
Sub Processes	<ol style="list-style-type: none"> Identifying current market trends Evaluating new business opportunities and displacement concerns Validating return on investment and ability of institution to expand for a new business Approving new product/service Designing product/service Testing of product/service Planning of new business Planning logistics of new business Piloting new business Evaluating all current products and services 	<ol style="list-style-type: none"> Maintaining marketing & communication plans Providing information to tell OCE's story (annual report, etc) Responding to inquiries from external stakeholders Managing digital communications (website, social media, etc.) Designing and producing printed marketing materials Managing donations and promotions Attending trade shows and conferences Evaluate effectiveness of marketing strategies 	<ol style="list-style-type: none"> Qualifying leads Managing customer relationships Answering inquiries Pricing and quoting jobs Getting the order Managing customer communications Managing warranty issues Monitoring industry trends Meeting revenue goals 	<ol style="list-style-type: none"> Recruiting and Selecting Inmates Transferring and Assigning inmates to programs in collaboration with DOC Operating within DOC Security Protocols Developing inmate employability skills Developing inmate technical skills Tracking inmate performance Managing inmate awards and non-cash incentives 	<ol style="list-style-type: none"> Purchasing Materials & Services Scheduling Production Manufacturing Products Managing Production Controlling Quality Monitoring Efficiencies Managing Waste Completing Products 	<ol style="list-style-type: none"> Providing Services Purchasing operational material and services Managing Production Monitoring and improving efficiencies Capacity planning such as evaluating, developing and deploying. Partnering with contractors/clients to strengthen relationships 	<ol style="list-style-type: none"> Receiving Raw Materials Staging products for delivery Scheduling/communicating for delivery-external and internal Packing and preparing product for delivery Delivering/assembly and Shipping of products Monitoring damage and complaints Managing and maintaining delivery vehicles 	<ol style="list-style-type: none"> Setting Strategic Plan Managing Strategic Initiatives Establishing OCE Policy and Expectations Managing Employee Performance Allocating Resources (staff, dollars & assets) Maintaining Stakeholder Relationships (DOC, Customers, Advisory Council) Measuring Agency Performance to Identify Constraints Prioritizing performance improvement initiatives Initiating and managing performance improvement activities 	<ol style="list-style-type: none"> Administering staff and inmate (PIE) payroll Managing employee performance system Administering employee performance recognition Managing labor relations & collective bargaining agreement (CBA) Training staff in partnership w/ stakeholders Administering work environment safety programs Managing family & medical entitlements and benefits Managing workers' compensation claims Managing compensation plans Conducting staff investigations, include stakeholders as needed 	<ol style="list-style-type: none"> Budgeting Creating Invoices Paying Bills Managing Cash Managing Credit and Collections Managing Assets and Capital Expenditures Managing inventory Analyzing and Reporting Financial Information Implementing Internal Controls 	<ol style="list-style-type: none"> Managing Computer & Telephone Network Infrastructure Managing Comp. & Tele. Network Security Managing Comp. & Tele. Network Communications Networking Computers & Telephones Responding to Customer's Service Desk Inquiries Troubleshooting Comp. & Tele. Systems Managing Comp. & Tele. Hardware & Software Assets Coordinating Expansion & Renovation Projects Archiving & Retrieving Comp. & Tele. Data Researching & Consulting for Customer Needs 	<ol style="list-style-type: none"> Assessing External Risks Conducting Internal Audits Communicating Non-compliance Issues Verifying Compliance (Environment, Safety, Security, etc) Identifying & Prioritizing Key Risks Implementing Strategy to offset & mitigate Risk Managing Contracts Submitting Mandated Reports 					
Process Measures	A. New Products / Services B. New Product Revenue	A. OCE Website Sessions B. Website Customer Satisfaction C. PIO Response Time D. Website Current Information E. New Product Ideas	A. Sales to Goal B. New Business C. Closing Percentage D. Timely quotes E. Lead follow up	A. Misconduct Reports B. Managing Inmate Awards C. Certificates Awarded D. Contact Center Inmate Worker Turnover E. Performance Reviews F. # of Hours Worked G. % of High Risk Inmates Working	B.1. Managing COGS TRCI B.2. Managing COGS OSCI B.3. Managing COGS OSP MS B.4. Managing COGS OSP FF B.5. Managing COGS SRCI B.6. Managing COGS EOIC	A. Contact Centers Net Income B. Laundries Net Income C. Linen Quality Control D. Authorized Filled Seats E. Contact Center Inmate Hours G. Managing Laundry Costs H. Managing Contact Center Costs I. Available Filled Seats	A. Fleet Cost B. Driver Overtime C. Delivery Damage & Errors D. On Time Delivery	A. Net Income B. Enterprise Measures on Target C. Enterprise Performance Improvement D. Local Score Cards E. QTR's F. Policies G. Problem Solving	A. Managing CBA B. Training Staff C. Managing Performance D. Workers' Comp E. Trial Service	A. Revenue Budget Variance B. Cost of Goods Sold C. Timely Financial Reporting D. Paying Staff	A. Network Up Time B. Internal Network Security C. External Network Security D. Computers Infected w/ Virus E. Customer Service Rating F. ServiceDesk Response Time G. ServiceDesk Resolution Time	A. Regulatory Fines Assessed B. Timeliness in Closing Violations & Exceptions C. Reoccurring Audit Issues/findings D. Timely Contract Renewal E. "At Fault" Incidents					

