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| **Project Name** | **Improve Orientation** | | | **Updated** | | | 10/29/19 |
| **Project Objective** | | **Project Description** | | | | | |
| **Use orientation to both make the company and job expectations 100% clear, understood, and agreed to** | | **Revise the existing new employee orientation so it clearly states in behaviorally explicit, black and while terms, the expectations of the company and the job. Once understood, have the employees agree to meet these expectations 100% of the time** | | | | | |
| **Measure(s)** | | **2019 Baseline** | **2020** | | | **Current Status based on Monthly Reviews** | |
| Orientation has explicit, behavioral-based expectation that have been agreed to the organization leadership | | Only about 10% of the expectations are explicitly stated and agreed to | 100% of the expectations are explicitly stated in black and while behaviorally based terms and agreed to by 100% of the employees | | |  | |
| Turnover | | 100% | 70% | | | Current: YTD: | |
| Reduce rework | | 20% | 15% | | |  | |
| **Projected Intangible Value of Project** | | **Projected Tangible Value of Project** | | | | | |
| **Will improve performance and reduce turnover** | | **Reduced turnover is worth: $250,000/year; Reduced rework worth: $75,000** | | | | | |
| **Team Leader** | | **Team Members** | | | | | |
| Joe Smith | | Bill, Janet, John, Sally, Kate | | | | | |
| **2020 Action Plan** | | | | | | | |
| ***What*** | | ***Who*** | ***When*** | | ***Progress*** | | |
| 1. Get approval for the project by organization leadership | | Joe | 11/7/19 | |  | | |
| 1. Review current orientation and the expectations that are currently discussed. Not the level of detail. | | Team | 11/14/19 | |  | | |
| 1. Determine what the organization expects of its employees as a condition of employment (be on time; dress appropriately; no inappropriate contact, etc.) | | Team | 11/21/19 | |  | | |
| 1. Write the expectations in behaviorally terms, that are black and white and have not gray areas that are subject to interpretation | | Team | 11/28/19 | |  | | |
| 1. Develop an enforcement process when expectations are not met | | Team | 11/28/19 | |  | | |
| 1. Get approval for the organizations’ s “Conditions of Employment” by organization leadership | | Joe | 12/5/19 | |  | | |
| 1. Develop the orientation process that will clearly communicate these expectations to each employee | | Team | 12/15/19 | |  | | |
| 1. Pilot the process on a few employees. Revise the process and the wording as needed based on the pilot | | Team | 12/3119 | |  | | |
| 1. Give orientation to all employees. This includes a signed commitment to carry out these expectations 100% of the time when on the job. | | Team | 1/15/19 | |  | | |
| 1. Enforce expectations with an agreed to “3 strikes and you are out” rule | | All managers | Ongoing Staring 1/22/19 | |  | | |
| 1. Evaluate the process each month to see the impact that it is having on the employee performance and results | | Team | By Wed of first week of the year | |  | | |
| 1. Revise as needed | | **Team** | As needed | |  | | |
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