

King County

Tier Board Rounding Agenda

Dept:	Date/Time:
<p>Purpose: Rounding is a check on operational performance to ensure mutual accountability.</p> <ul style="list-style-type: none"> • Clarity around outcomes, measures and target • Performance against target (Actuals vs. Targets) • Operational and strategic priorities • Improvement actions • Demonstrate respect for people • Opportunities to identify and remove barriers 	
Standard Agenda	Department-Specific Agenda
<p>Introductions & Action Items (Dept. Director) (5 mins)</p> <ul style="list-style-type: none"> • Introductions • Last action item check-in <ul style="list-style-type: none"> • Dept items • SLT items 	
<p>Tier Board updates (Dept. Director) (5 mins)</p> <ul style="list-style-type: none"> • Changes since last rounding • Highlights of measures in red 	
<p>Performance Review - select 2-4 measures to discuss (Dept. Director) (15 mins)</p> <ul style="list-style-type: none"> • Success <ul style="list-style-type: none"> ○ Discuss actions and results ○ Learnings to share • Areas of concern <ul style="list-style-type: none"> ○ Discuss root causes ○ Discuss countermeasures ○ Identify if help is needed 	
<p>Wrap-up / Reflection (Dept. Director) (5 mins)</p> <ul style="list-style-type: none"> • Identify Dept. action items and accountable person • Identify SLT action items and person (ie “deep dives” on specific issues, communication to other stakeholders) • How did rounding go? How can we do better? (plus/delta) 	

Payoff

- Shared learning about organizational success and challenges
- Shared understanding and accountabilities for improvement activity
- Continued improvement of management system tools and processes

Example Questions

Questions to assess performance

- 1) What is the current performance? What is the target performance?
- 2) What is the gap between current and target performance? How does this gap impact our customers?
- 3) What are the major causes of this gap? How have you identified root causes?
- 4) What are your hypotheses about countermeasures that could improve performance? What progress have you made? How do you know? Is the project status visible?
- 5) What are the obstacles to improvement? What could you try next?

Questions about Executive Priorities

- 1) How do you show that your work tied to the Executive's priorities (ex. BRG, SCAP, ESJ, Mobility)?
- 2) How do you show that you are developing and engaging employees and fostering leadership into plans and operations?
- 3) How do you show that you are incorporating continuous improvement and ESJ into operations?

Questions to assess the management system

- 1) What should we know about your operations? What types of things are you trying to make visible? What are your key problems?
- 2) What are your Priorities, Core Processes, and Activities?
- 3) How do you and your team work together to solve problems? How could you prevent the problems from occurring in the first place?
- 4) How can you show a connection to the King County Strategic Plan and the Executive's priorities?