



Canadian Public Sector Quality Association
Association canadienne de la qualité dans le secteur public

A Workshop on the Use of Electronic Voting in Facilitated Self-Assessments

Facilitated by John Thomas and Vic Pakalnis

30 Sep 2009

What is Electronic Voting

- Electronic Voting is a Group Decision support system
- It uses wireless keypads to collect opinions from individuals on various issues and subjects
- Questions are displayed for the group and participants are prompted to enter their answers by pressing the appropriate key on their wireless keypad.
- A histogram or pie chart is then displayed showing the votes cast and, depending on the software, the average group results
- Results can then be analyzed in various ways by exporting to Spreadsheet Format.
- It is a totally anonymous format so that employees can disagree among themselves and with their supervisor, without fear of reprisal.



Where Would You Use Electronic Voting

- Strategic Planning
- Risk Management
- Quality Self-assessments
- Consensus Building
- Prioritization
- Employee Surveys
- Elections
- Focus Groups



For Today: Purpose of Facilitated Self-Assessment

- To identify where our “virtual organization” is on its quality improvement journey
- To identify strengths
- To identify areas for improvement, to be able to address them before a formal assessment is undertaken
- To be able to reach a consensus of individually held opinions using a means of confidential voting



Scope of Self- Assessment

1. Leadership and Governance
2. Planning - Strategic / Business/ Quality
3. Integrated Risk Management
4. Accountability
5. Financial Stewardship
6. Client Focus
7. Productive People in a Healthy Work Environment
8. Partners / Suppliers
9. Policies, Programs and Processes
10. Organizational Performance
11. Learning, Innovation and Change Management (Continuous Improvement)



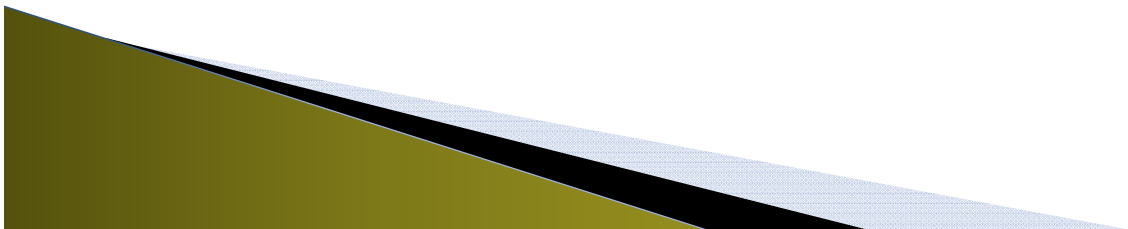
Procedure

- Each criterion is discussed by the group to ensure understanding
- Electronic voting takes place (and tangible evidence would normally be identified that demonstrates the agreed performance against that criteria)
- For this practice exercise we will take about an hour and a half.
- We will discuss the results. Note similarities and disparities in the responses.
- Normally, where there is a significant divergence in opinion, the results would be discussed and the criterion re-voted.
- Draw conclusions. Which areas of the organization are strong? Which areas need improvement? Where are the main opportunities? What's the best way to seize these opportunities?



Voting Considerations

- There are three aspects to consider:
 - Appropriateness and effectiveness of methodology. Is it sound and well proven?
 - Breadth and depth of deployment across the organization under consideration;
 - Are the desired improvement results being achieved?



Voting

- **1 - Just beginning – no systematic approach evident**
- Quality principles and practices (as reflected in criteria such as those offered by NQI) have started to be discussed, but as yet, are not implemented;
- There is more planning than doing at the moment.
- No results have been achieved
- **2 – Beginning – some implementation of quality concepts**
- Quality activities have been discussed, and the concepts have been implemented in a few key areas;
- Implementation is at a fairly early stage;
- There is a serious approach to reviewing ideas on quality principles and practices to meet our needs, but approach is more ad-hoc than systematic;
- Some improvements, but quality results not reported for most organizations
- **3 - Good start**
- A sound, systematic approach being used in most areas
- An analytic improvement process has been integrated into the operational planning
- Improvement results are being reported in many areas, but mainly reactive to problems
- Some trends are being identified and used in the planning for continuous improvement



Voting

- **4 - Well on the way**
- Quality activities have been discussed and implemented in all key program areas;
- There is extensive organizational learning and continuous improvement has replaced problem resolution as the main approach to improvement
- Positive results on the impact of focus on quality and continuous improvement have been identified;
- Trends are being used in planning and reporting;
- Benchmarking against best practices is being used;
- Work procedures and key processes impacting workplace are documented, understood and stable;
- The organization is seen as a “role model”
- **5 - Fully implemented and integrated**
- A quality focus has been implemented in a systematic way in all areas including support, and has been refined and improved over the last few years;
- Positive trends from focus on quality have been documented, and are linked to improved business outcomes;
- Current performance is excellent and seen as “world class”
- There is a high level of participation in working on improvement



Exercise

- Assume you are all in the same organization thinking about applying for a Level 2
- We want to determine our strengths and weaknesses against the criteria BEFORE the formal assessment is done
- We intend to build an Action Plan for improvement based on the results of this voting session (we will do this at our next meeting)
- However, **when you vote, use the knowledge of your own organization for the scoring 1-5**

Over to Vic Pakalnis



Questions and Criteria

1. Has the senior leadership, with organization wide involvement, reviewed, confirmed and communicated its Mandate, Mission, Vision and Values to all employees?

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- Implementation is at a fairly early stage;
- There is a serious approach to quality, but approach ad-hoc not systematic;
- Some improvements, but quality results not generally reported

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Questions and Criteria

2. Is there a **Strategic Plan** in place with measurable strategic objectives and priorities that reflect the organization's vision and concern for quality and the well being of employees?

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Questions and Criteria

3. Is there a method in place to ensure **accountability** towards the employees, peers, managers, clients, partners and stakeholders?

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Questions and Criteria

4. Are stewardship processes in place to ensure consistency of program delivery and to ensure timely and relevant information on resources, results and controls?

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Questions and Criteria

5. Have risk management processes been developed and are they in use for risk identification, assessment, mitigation, communications, decision-making and monitoring?

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Questions and Criteria

6. Do all executives use information from **partners and suppliers** to set strategic directions and personally build relationships with key partners/suppliers?

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7. Are service standards set and communicated to **clients**, and do you periodically measure performance against standards including achieving of client satisfaction?

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Questions and Criteria

8. Does your workplace demonstrate a **healthy work environment** i. e. an understanding of strategic directions; collaboration; respect and support for employees' linguistic rights diversity and personal circumstances; in order to enable them to fulfill their mandate

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9. Does your organization have a method in place for analyzing key systems and **processes** to assess problems, identify causes, and suggest remedial actions for preventing recurrence and to determine opportunities for improvement?

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10. In your organization, is performance measurement “SMART” I.e. Specific, Measurable, Achievable, Relevant and Timely and used to support organizational decisions?

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Questions and Criteria

11. Is there is a non-threatening environment and mechanisms in place to protect people so they can be innovative and take risks to achieve priorities?

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