Louisiana DOTD: The Change Game
The Plan

Formal Process Improvement Initiatives

Effective Communication

Institutionalize the Process Improvement Program
Improving Performance

Leadership

Tools

Processes

La DOTD’s Story
Leadership

Institutionalize a culture of continuous process and quality improvement

- Efficiency & Effectiveness
- Performance Measures
- Business & Strategic Planning
Tools

Established an internal unit to facilitate change

- High performers
- Volunteer involvement
- Project management software
- Communication plans
Change Management Team

Rhett Desselle  Leslie Mix  Gerrie Penn  Peggy Brandes  Ann Wills
Tools

- Process Mapping
- Brainstorming
- SWOT Analysis
- Cause and Effect Diagrams
- Best Practices
- Benchmarking
Change Management
Program Vision

To be the catalyst of quality change
Change Management
Program Mission

To lead, facilitate, support, enable, and communicate the continuous quality improvement of DOTD
Team Values

- Perform with **excellence**
- Work in harmony as a **team**
- Promote **creative thinking**.
- Provide assistance and **support**
- Maintain an atmosphere of **trust**.
Process

Webster’s Definition: A series of actions, changes, or functions that achieve an end or result.

- Easily Taught
- Champions
- Team Leaders
- Employee Involvement
DOTD’s Story

This is DOTD’s Story.
Universal Application

- Overall Business
  - Performance Measurement and Business Planning
  - Customer Service
  - Contracts & Agreements Process

- Finance
  - Cash Management
  - Procurement
  - Operating and Capital Budgeting Process
Universal Application

- Construction
  - Construction Contract Management
- Maintenance and Operations
  - Maintenance Budgeting and Planning
  - System Preservation Program
  - Intelligent Transportation Systems (ITS)
- Human Resources
  - Workforce Planning
  - Performance Appraisal System
Universal Application

- Pre-construction
  - Environmental Process
  - Right-of-way Acquisition
  - Utility Management and Relocation
- Project Delivery
- Plan Quality Assurance
- Consultant Selection
Universal Application

- Overall Business
  - DBE Monitoring
  - Federal Statistics Reporting
Accountability

Scheduling

Estimating

Project Delivery - Projects Over $250,000
Fiscal Year 2007 (7/1/2006 - 6/30/2007)

Percent Bid When Scheduled: 57%

as of February 4, 2007

Percent Bid Within 10% of Estimate: 40%

as of February 4, 2007
“You must be the change you want to see in the world.”

Mahatma Ghandi