Performance Analysts and Consultants

March 9, 2011
1:30 - 3:30pm
OB2 Lookout Room 4th Floor

TIME	TOPICS	INTENDED OUTCOME	SPEAKER
1:30 - 1:50	**Welcome – Introductions Announcements** • Agency Self Assessments Results • Update WSQA • Lessons in Leadership – LEAN – March 24 • What's up with GMAP	• **Setting the Stage** • **Info Sharing** • **Questions**	**Barb Burgener** **Wendy Korthuis-Smith**
1:50 - 2:10	**Engaging Leadership and Streamlining Strategic Planning**	• **Idea Sharing**	**Judy Hall**
2:10 - 2:30	**Telling Our Accountability Story: The DSHS Core Metrics**	• **Info Sharing**	**Nancy Raiha**
2:30 - 3:00	**LEAN Tools for Tough Times**	• **Idea Sharing**	**Roy Plaeger-Brockway**
3:00 - 3:30	**Conducting Voice of the Customer Focus Groups**	• **Idea Sharing**	**Jeffrey Showman**

Next meeting: May 4, 2011