	<b>ISO 9001-2008 PROCEDURE</b>	<b>PROCESS OWNER</b> Managing Director		
<b>PROCEDURE TITLE:</b>	DOCUMENT NUMBER: ISO_5-4	REVISION LEVEL: Final Draft	REVISION DATE: 11/21/08	Approval: Managing Director
Business Plan Development				

**Purpose/Scope:**

This procedure defines Washtenaw County Road Commission (WCRC) business planning process including inputs, business plan documentation and tracking progress.

**Responsibility:**

The senior management team under the direction of the WCRC Managing Director is responsible for development and implementation of the business plan and annual budget. The Board of Road Commissioners is responsible for review and approval of the business plan and budget.

**ISO 9001:2008 Reference:** 5.4 - Planning; 5.4.1 – Quality Objectives; 5.4.2 – Quality Management System Planning

**Procedure:**


1.0 The Washtenaw County Road Commission business planning is focused on the key areas defined below:

- Capital spending
- Customer satisfaction and quality goals & objectives
- Facilities and equipment maintenance
- Financial stewardship
- Performance metrics
- Personnel
- Public communication
- Road projects
- Road, bridge, and related maintenance
- Safety and liability

2.0 The business planning process begins with a review of annualized data from the WCRC business operating system measures including the following general categories:

- Community and Customer satisfaction
- County Road System
- Financial Planning and Costs
- Human Resource Development
- Operational Performance
- Project performance
- Safety

The above list of data is consistent with data analyzed during WCRC's Management Review process (Refer to Management Review: ISO 5.6).

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- 3.0 Data and information are gathered throughout the year and reported quarterly in the WCRC business operating system report (Refer to Analysis of Data: ISO 8.4).
- 4.0 The WCRC Managing Director shall annually develop a business plan that includes long and short-term goals, operational objectives, capital investment plan, and a budget to be presented to the Board of Road Commissioners for approval.
- 5.0 The annual business plan shall be presented to the WCRC management team (Directors) to assure timely implementation.
- 6.0 Department Directors and Managers shall be responsible for developing action plans to achieve the goals and objectives for the annual business plan as it pertains to their respective areas of responsibility.
- 7.0 Department action plans shall be developed to achieve objectives and continuous improvement. The final action plans shall be summarized and documented (Refer to Continual Improvement).
- 8.0 The Managing Director is responsible for monitoring progress of the business plan by tracking progress against documented goals and objectives. Department Directors are responsible for monitoring their respective budgets and objectives.
- 9.0 The plans shall be reviewed quarterly and progress reports shall be issued at an agreed upon frequency summarizing the status and related actions. Progress to adhere to the business plan shall be presented to the WCRC Board of Commissioners at agreed to intervals.
- 10.0 The business plan goals and objectives may be adjusted as necessary depending upon progress and changing business related issues.
- 11.0 Revisions to the business plan are documented and communicated to the affected personnel as necessary.