 ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director			
PROCEDURE TITLE: Analysis of Data	DOCUMENT NUMBER: ISO_8-4	REVISION LEVEL: Final Draft	REVISION DATE: 04/22/09	Approval: Managing Director

Purpose/Scope:

This procedure defines how WCRC the Senior Management Team selects, tracks and uses performance data to drive business planning, continuous improvement and report on Washtenaw County Road Commission business and quality performance.

Responsibility:


The Managing Director is responsible for defining the key measures that will be used to measure overall organization performance.

Directors are responsible for monitoring and reporting on the data relative to their respective areas of responsibility.

ISO 9001:2008 Reference: 8.4 - Analysis of Data

Procedure:

- 1.0 WCRC maintains a Business Operating System (BOS) to assess organization level performance, the effectiveness of business and quality systems.
- 2.0 The Managing Director shall be responsible for defining measurements that provide primary indicators of the important areas of business and quality performance. These measures or indicators include, but are not limited to, the following general categories:
 - Customer Service
 - Financial Performance
 - County Road System
 - Safety
- 3.0 Operational performance measures that support the fulfillment of business performance measures are defined and assigned to the appropriate Department Directors with responsibility for achieving performance results.
- 4.0 Performance data are actively collected, analyzed and used to assist planning and decision making. Performance results shall be shared with WCRC staff to assure that employees understand how their work results contribute to organizational performance.
- 5.0 The Management Team is responsible for monitoring and tracking the assigned performance data pertaining to their respective areas of responsibility.

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- 6.0 The model for the WCRC BOS system is defined in the WCRC performance dashboard. This model defines the business level performance measures, operational performance measures and the linkage between them.

- 7.0 The BOS dashboard model shall be reviewed and revised as necessary to assure that appropriate business level and department level measures are in place to meet the needs of the Board of Commissioners and our customers.