MISSOURI STATE BOARD OF EDUCATION AGENDA ITEM: October 2019

REPORT ON STATEWIDE OPERATIONAL EXCELLENCE ACTIVITIES

<table>
<thead>
<tr>
<th>STATUTORY AUTHORITY:</th>
<th>□ Consent Item</th>
<th>□ Action Item</th>
<th>☒ Report Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 161.092, RSMo</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

STRATEGIC PRIORITY

Efficiency and Effectiveness – Create an internal environment of continuous improvement, effective programming and efficient business operations.

SUMMARY

In 2017, the Missouri Governor’s Office began initiating conversations focused on identifying ways to improve the way state government functions in order to provide better services for Missouri citizens.

The state, through input and feedback from stakeholders, has begun implementing several statewide initiatives to assist all state agencies in better organizing and completing their work as well as in identifying changes to assist with improving operational performance.

The State of Missouri has implemented a number of trainings to support development of the state’s workforce, including continuous improvement, development of emerging state leaders, project management, operational performance measures and dashboards. Statewide initiatives that have been implemented or are scheduled to be implemented in early 2020 include recruitment strategies, employee onboarding, online professional development courses (MOLearning), and employee recognition.

An overview of the statewide initiatives and the Department’s engagement in these activities will be discussed.

PRESENTER

Pam Thomas, Chief of Strategic Initiatives and Talent Development, will assist in the presentation and discussion of this agenda item.