



DEPARTMENT OF AGRICULTURE *CREATING A GPRA STRATEGY FOR THE RISK MANAGEMENT AGENCY*

PROJECT OBJECTIVES

The goal of this project was to provide the methodology, training, and support required by the Risk Management Agency (RMA) to develop a performance management system, consistent with the requirements of the Government Performance Results Act, that would:

- Establish performance goals and express such goals in objective and measurable form.
- Describe the processes, skills and technology, and the human, capital, information, or other resources required to meet the performance goals.
- Establish performance indicators to be used in measuring or assessing the relevant outputs, service levels, and outcomes of each program activity.
- Provide a basis for comparing actual program results with the established performance goals and describe the means to be used to verify and validate measured values.

OUR APPROACH

In a series of facilitated workshops involving key personnel across the Risk Management Agency, we provided the methodology, training, and facilitation necessary to enable the development of RMA's performance management system. The team, under the guidance of methodology-driven facilitators:

- Reviewed the RMA Strategic Plan to ensure a common understanding of the specific mission and desired outcomes defined for the Agency, the anticipated effects of environmental factors on RMA's mission, and the specific processes, activities, and resources required to fulfill the mission.
- Selected and defined the performance measures and standards most critical to the ongoing assessment of RMA's performance. Measures and standards were developed for outcomes and process outputs.
- Developed an agency-wide performance-monitoring plan. The team decided what data would need to be collected, how the data should be collected and how often the data should be collected. They determined who would be responsible for what aspects of data collection during the performance monitoring process and defined the requirements for reporting the data. Finally, they developed a strategy for implementing the plan agency-wide.

SERVICES RENDERED

- Strategy Formulation
- Process Analysis
- Workforce Productivity
- Performance Management

INNOVATION AND ACHIEVEMENT

Using a facilitated, structured, and collaborative approach, we led executives and managers from across the organization to rapidly create a corporate-wide strategy and business plan. Key deliverables included:

- 1) Vision and values for the enterprise,
- 2) Business strategy,
- 3) Short and long term goals and an actionable performance measurement plan,
- 4) Strategic initiatives,
- 5) Analysis of current operations,
- 6) Planning assumptions required to develop an annual budget,
- 7) Implementation plans for strategic initiatives, and
- 8) Management action plan.

This process resulted in a detailed plan to measure specific business outcomes derived from the strategic mission of the organization and feed the results back to support continued process improvement.