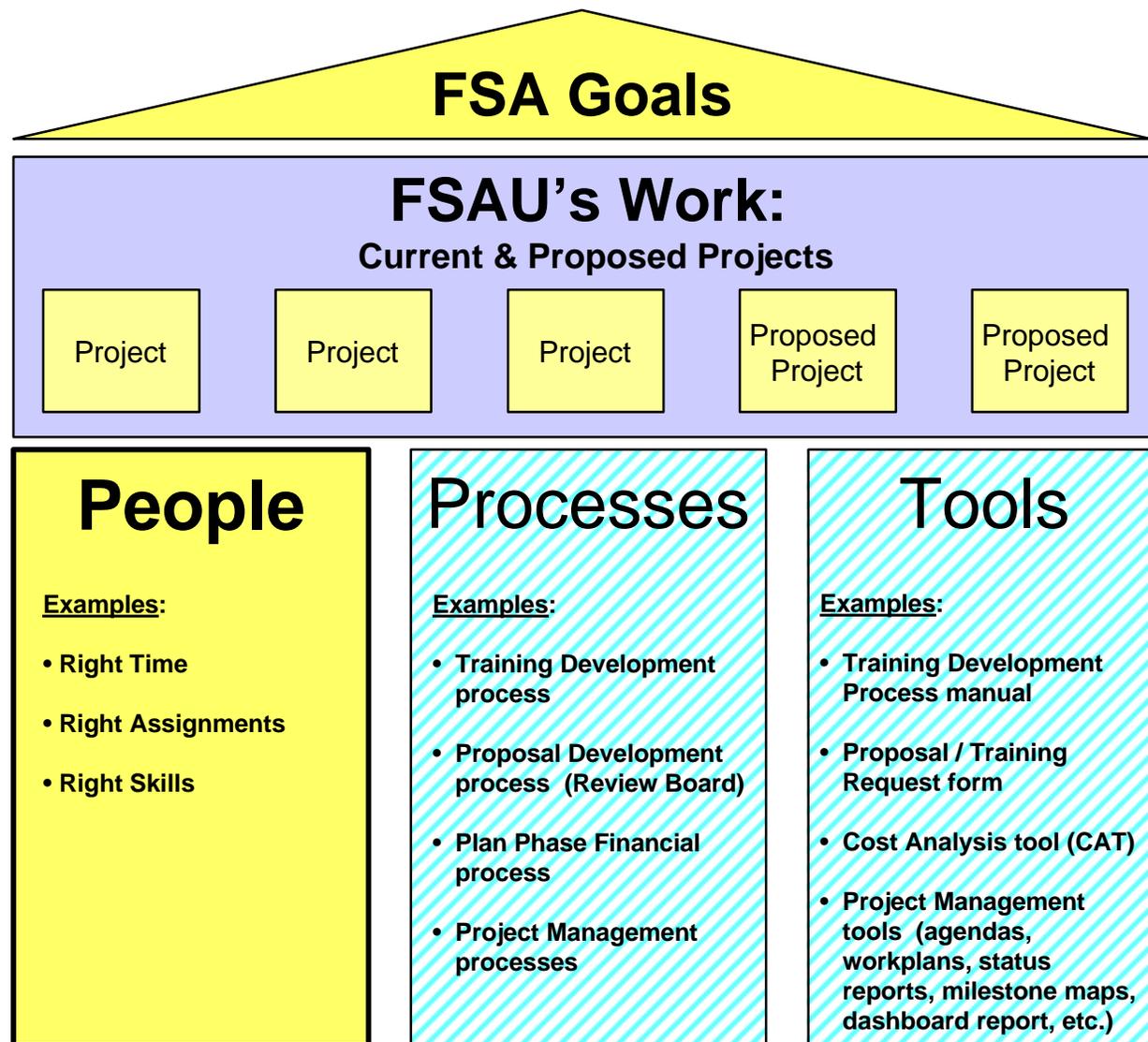


The Big Picture

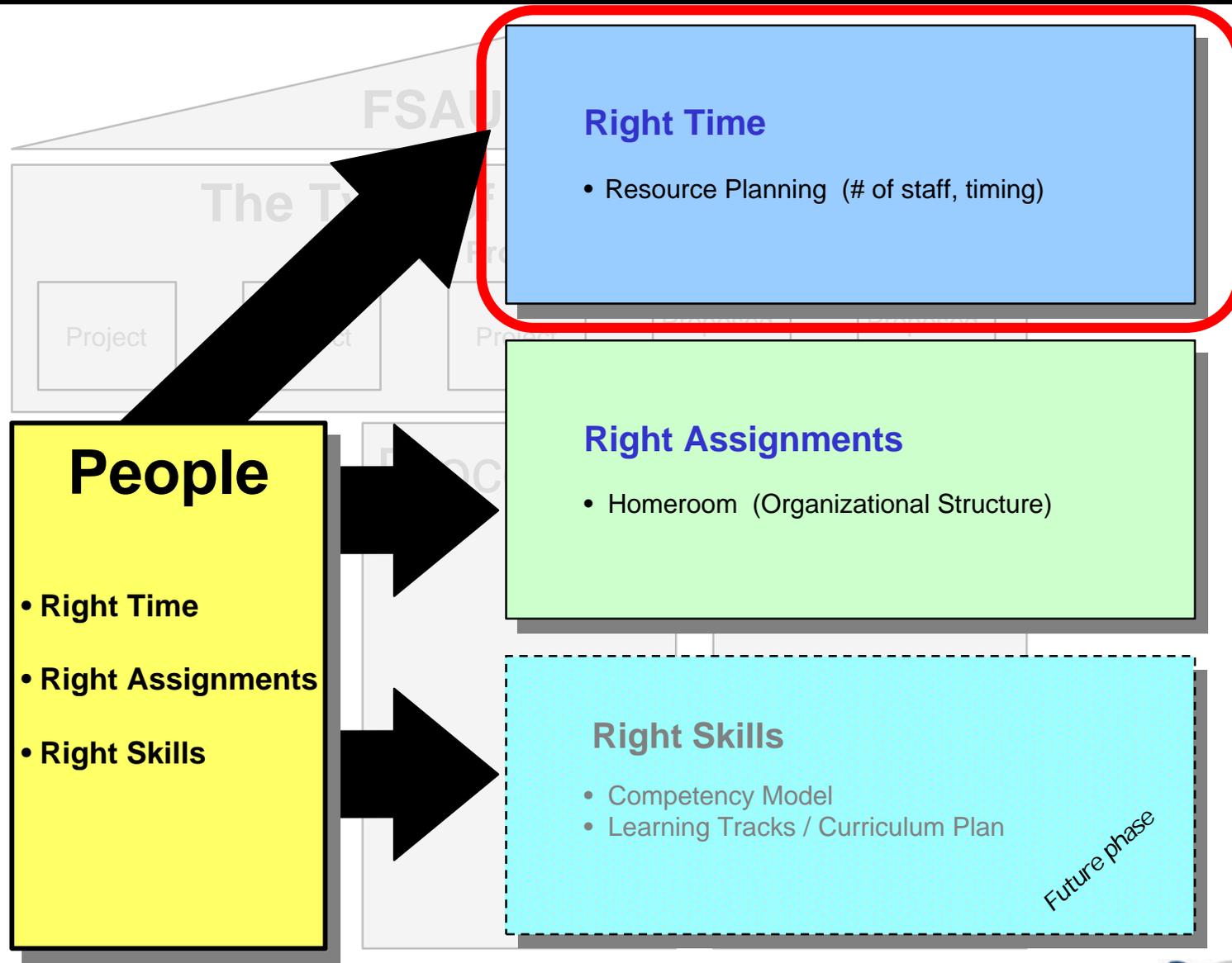


FSA goals are supported by the FSAU projects we choose and the type of work we do.

∞

We use a mix of people, processes, and tools to support our projects.

Focus on People: Right Time



Resource Planning

- A formal process to plan and manage the availability of staff for assigned / upcoming projects

Benefits

- Supports FSA's efforts to achieve performance excellence
- Coordinates with Performance Consulting and Homeroom concepts
- Team Leads know they have the people they need to achieve project goals
- Allows management team to plan future activities knowing that they have the resources available
- Management & employees know what projects everyone is currently working on
 - Maximizes staff productivity
- Predicts and plans where people should be working (addresses uneven workloads)

Roles

Process Owner (Tony & Debbie):

- Manage resource planning spreadsheet
- Remind management team and team leads to update
- Gather input from FSAU management team every quarter to evaluate project mix and resources

Team Leads:

- Update resource planning spreadsheet
- Estimate who they will need on the team
- Estimate anticipated time for each resource

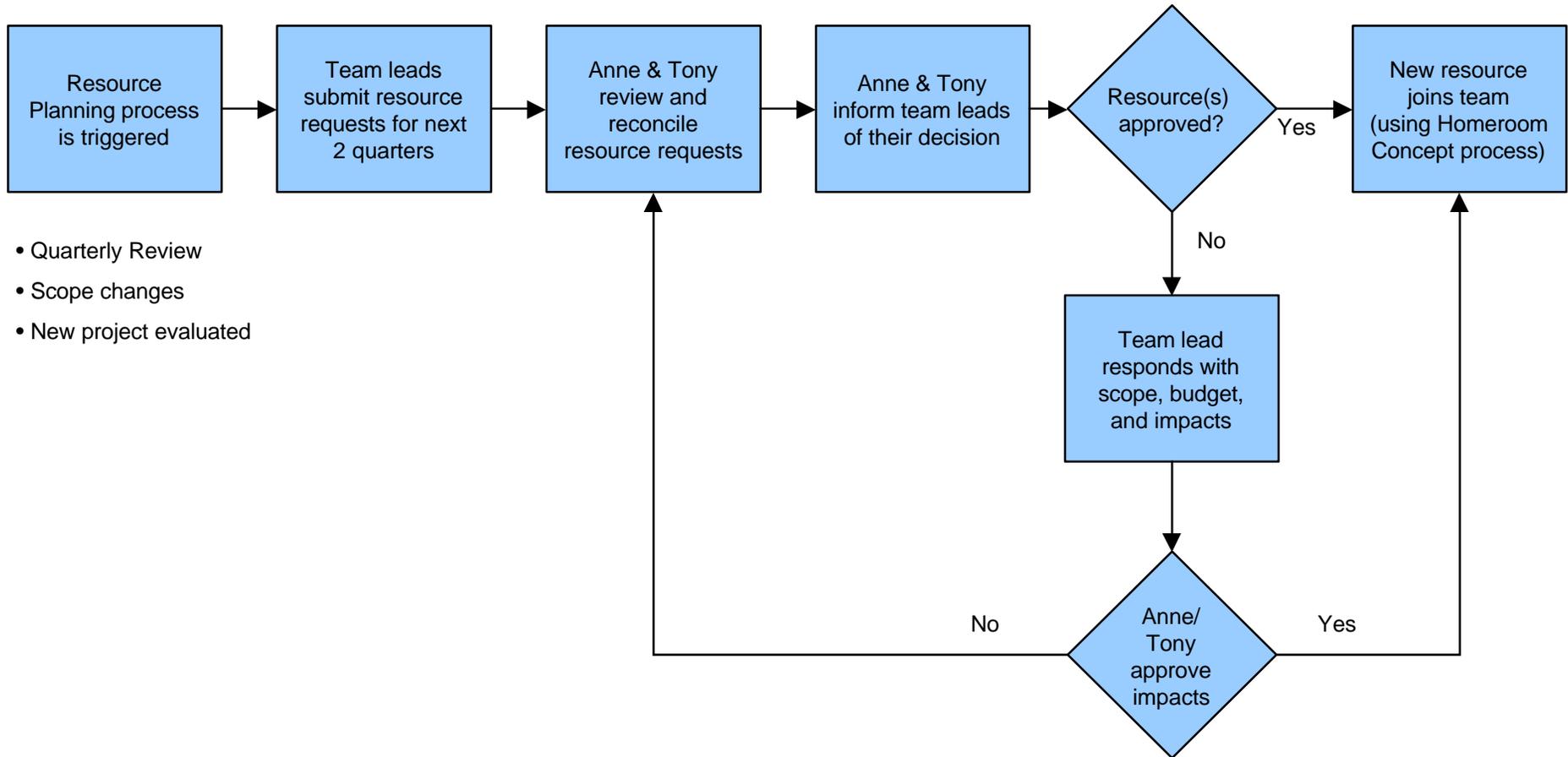
Review Board:

- Determines future projects
- Assigns team leads

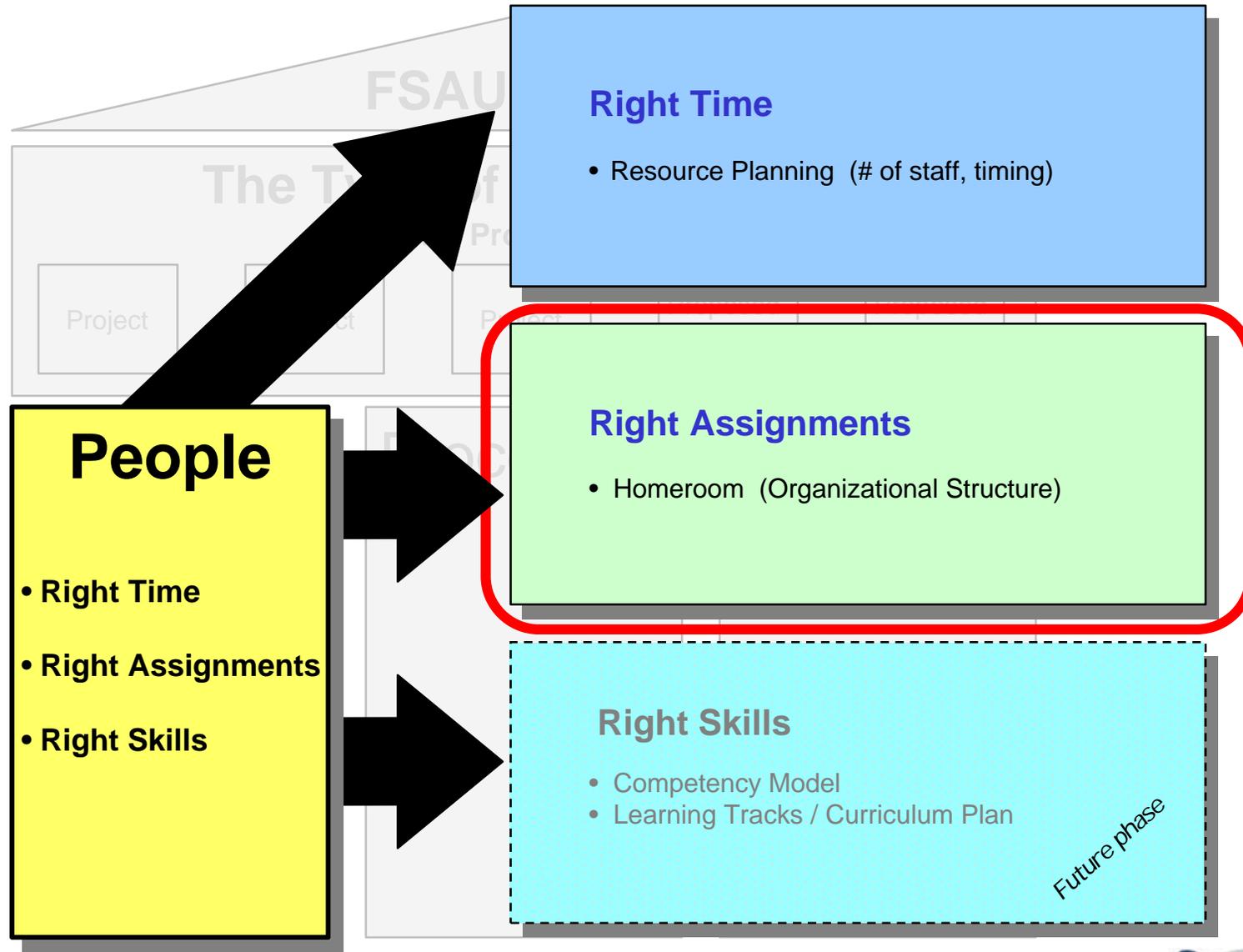
Anne/Tony:

- Review resource request forms
- Facilitate conversations with affected managers

Resource Planning Process (detail)



Focus on People: Right Assignments



Homeroom Concept

- *Enables a more flexible work environment*
- *Maintains supervisory relationships while receiving enhanced performance coaching from project leads*

Benefits

- Supports FSA's efforts to achieve performance excellence
- Coordinates with Performance Consulting and Resource Planning concepts
- Provides additional performance feedback opportunities
- Maximizes organizational flexibility and skill availability
- Enhances skill-building opportunities
- Supervisor and team lead share accountability for results and performance feedback

Roles

Process Owner (Tony):

- Liaison to FSA HR
- Manage and approve team member project assignments
- Facilitate conversations with affected managers
- Evaluate project mix & resources with managers quarterly

Team Leads:

- Work with Tony to determine resource skill needs and availability
- Complete resource request forms (provided by Tony)
- Facilitate role, responsibility and skill expectation discussion with team member at beginning of reporting relationship
- Provide "on-the-spot" coaching and feedback
- Complete a performance evaluation at the end of the project

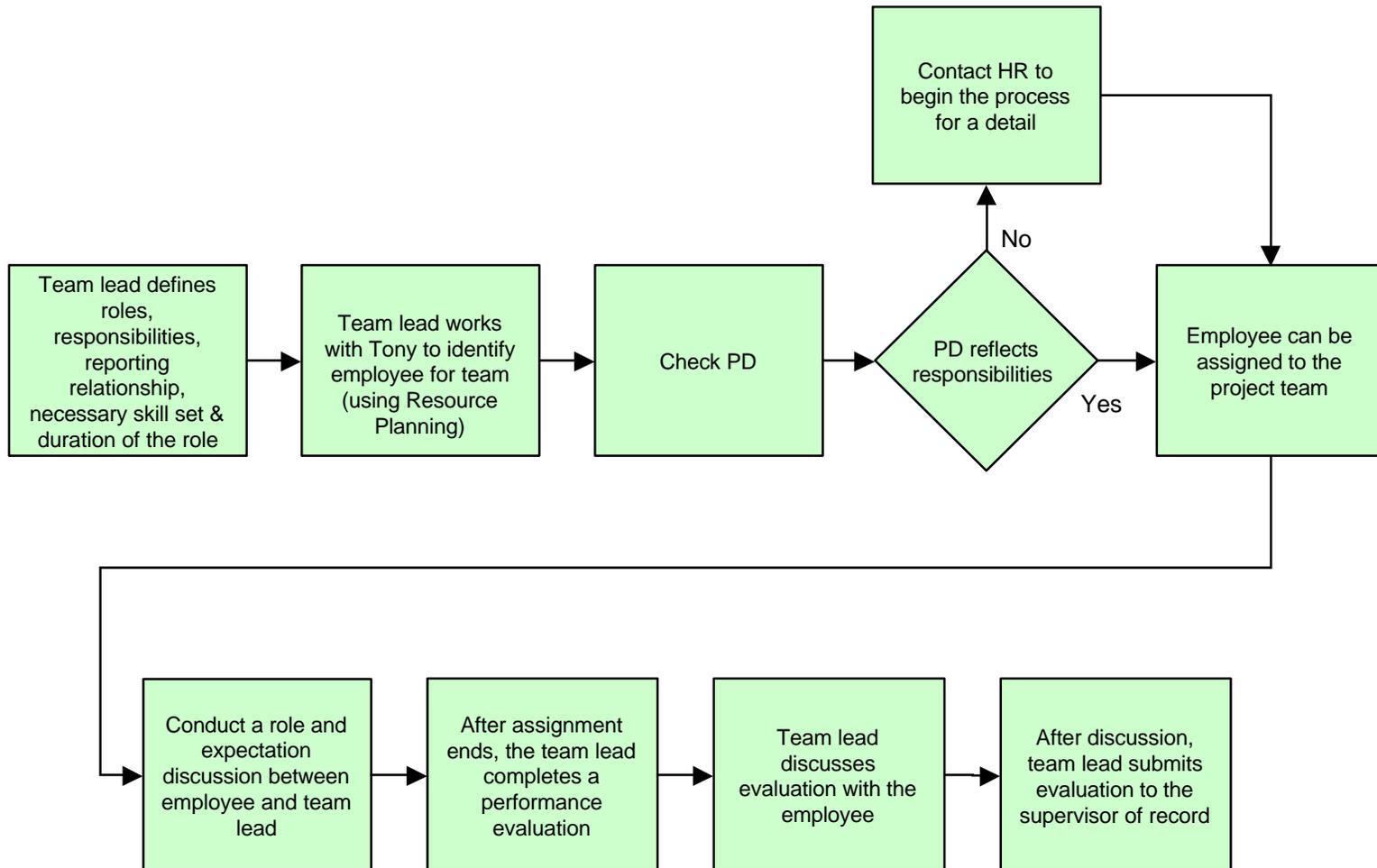
Team Member:

- Complete assigned role
- Report to team lead regarding project-related matters
- Clarify performance expectations and regularly seek feedback/coaching

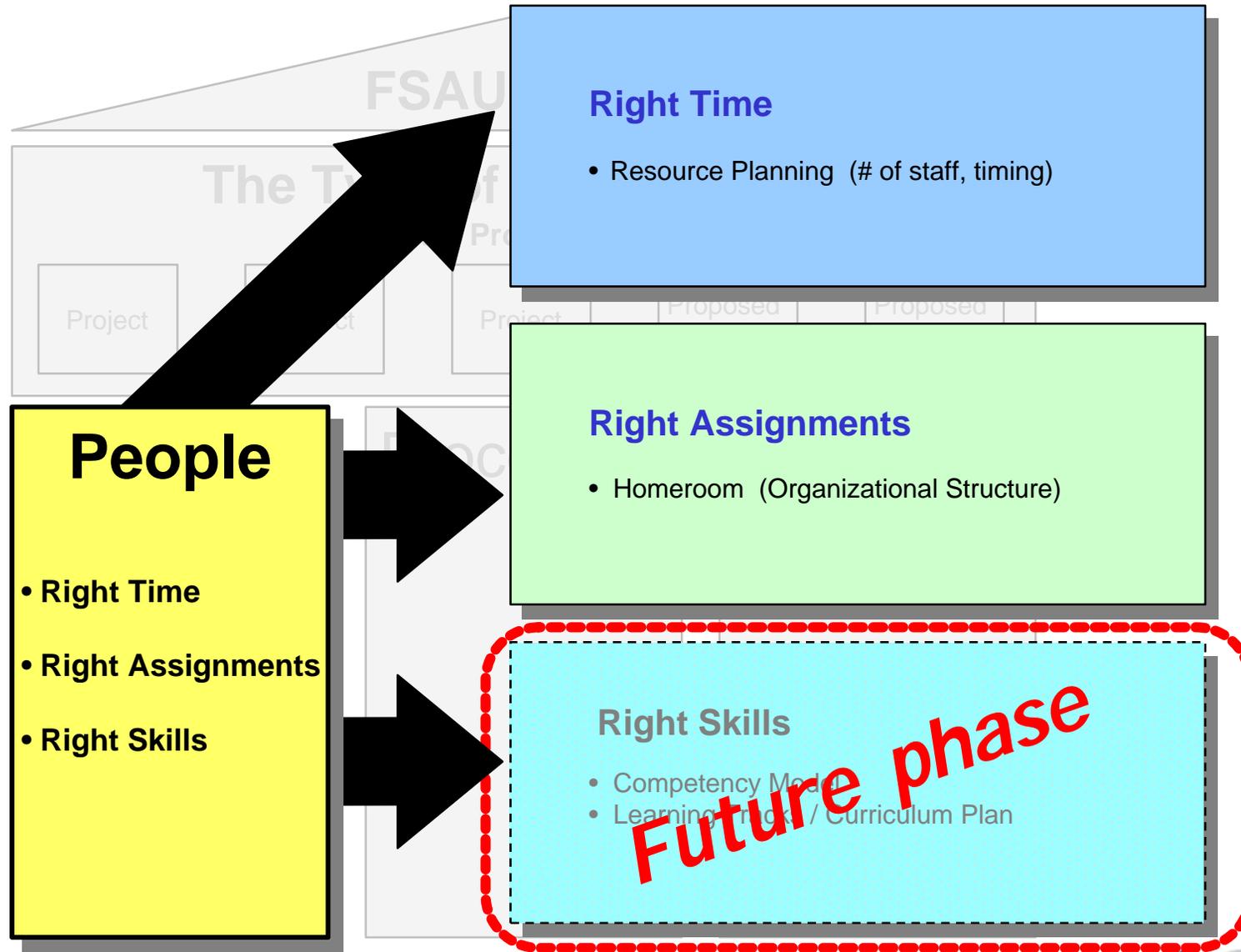
Supervisor of Record:

- Gather and reconcile feedback
- Complete formal performance assessment
- Provide career guidance

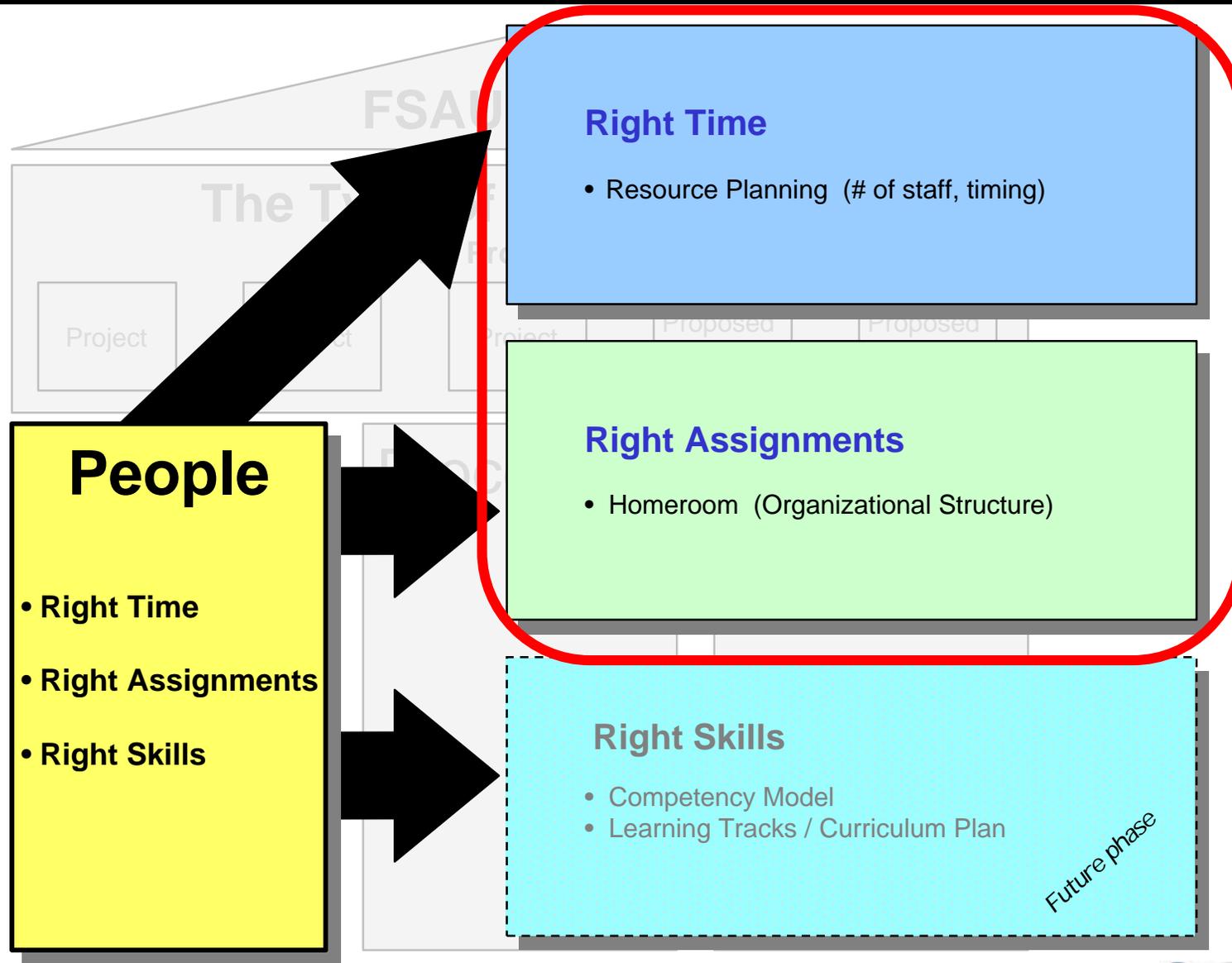
Homeroom Concept Process (detail)



Focus on People: Right Skills (future phase)



Focus on People: Resource Planning & Homeroom



A High-Level Overview: Resource Planning & Homeroom

