

Primo Santa Cruz - Year at a Glance

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JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		
PRELIM. DESIGN		PROGRAM PREP			IMPLEMENTATION				EVALUATE		ADJUST		
Develop CPI Program Framework & First Year Concept		DH Retreat: Program Intro/Preview			Official Kickoff - early November		BOS Report Back DH Mtg Check-In		DH Mtg: Check In		CELEBRATE YEAR 1 RESULTS		
TRAINING STRATEGY (Learn Lean Mindset and Toolset)		Design, Procure, Test 3-level Training Program			Provide Trainings and build internal capacity								
		voluntary web based online training options for county staff											
		Leader Training #1 -Sept 7 DH Retreat	Leader Training #2		Practitioner Training #1		Leader Training #3	Practitioner Training #2		Practitioner Training #3			
		Dept Identify SPOCS			Ongoing: SPOCS and CAO team meet regularly for ideaas and support -- Building community of learning and practice								
DEMONSTRATION STRATEGY (Practice & learn to improve customer experience and employee engagement)		Design Demo Project Selection Criteria and support framework		Work in Depts on Project Proposals	Select & Announce 2018/19 PRIMO Projects	Demo Projects in Action (*project events)							
		Kaizen Projects:		P1 Complex	*								
						P2	*						
		1-Day Burst Projects						**	**	**	**	**	**
		Just Do Its		continuous in departments; progress tracking by dept; shared with PRIMO for learning and measuring improvements									
		Communications Platform and Website Development		Early November Launch & Promote then Maintain & Improve									
COMMUNICATIONS, OUTREACH, SUPPORT STRATEGY (accessible, transparent, accountable)		Content Development for Monthly Cascade Messaging		*	*	*	*	*	*	*	*		
		PRIMO Quarterly Updates		*			*			*			
		Develop Program Support and Admin Structure		Support, Monitor, Adjust						Program Review/Plng for 19/20	Program Review/Plng for 19/20	BOS Budget & Program Review	
		Collect feedback and data on project, training, etc						Program Review/Plng for 19/20	Program Review/Plng for 19/20	BOS Budget & Program Review			