

Performance Measures & Audit Change Process

- Awareness
- Desire
- Knowledge & Ability
- Reinforcement

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FY2019 Mock Audit

- Help Staff & Auditors Understand the Process
- Prepare for FY2020 Performance Audit
- Harry Lorick, P.E., PTOE, PWLF

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Background

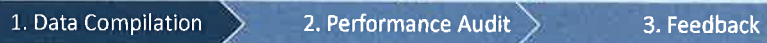
- Importance for establishing and confirming
- Mesa Water has established a simple, consistent, and fair performance audit process for each department



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Performance Audit Process



- Each department is given a checklist of data/information to compile for the audit

No	Performance Indicator	Definition
Water Performance		
1	Returns from the Key Performance Indicators for the Fiscal Year	The KPIs are scored 2 points for an A/B, 1 point for a C, and 0 points for a D. Points for A/B are placed in the top 20% of the score range, 2 points for A/B are placed in the top 10% of the score range.
✓ 2	No production-related information from Work Status Reports from OSMIS	
✓ 3	Work Reporting Accuracy	Percent of accurate work reporting and entry
✓ 4	Work Reporting from a supervisor if on a 60 minute shift with no work reported	
✓ 5	Change order reports or if the order is not in the system from the last 30 days of the month	
✓ 6	Second phase on work reporting forms for each day of the month	
Management Process		
7	Two Week Scheduling & Monthly Status	Percent of compliance with entering the deadline dates to scheduling the 2 week schedule and holding the staff to work under meeting
✓ 8	No production related information provided by Business Administration	
Administrative Compliance		
9	Review of all data points to be reported with the Annual Business Performance Audit. Confirm that all data points are entered and the program is being maintained for compliance.	Percent of Submittal errors for all data points
✓ 10	Mesa Water's Business Administration to provide the Performance Audit action plan for the previous audit year	



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Performance Audit Process

1. Data Compilation
2. Performance Audit
3. Feedback

Review of rating methodology and performance data and scoring sheet

No	Performance Indicator	Definition	Source				Score
Work Performance							
1	Results from the Key Performance Indicators for the Fiscal Year	The KPIs are scored 3 points for an ADP that is higher than planned range, 2 points for within planned range, and 1 point for lower than planned range.	CMMIS	Lower than Planned Range	Within Planned Range	Higher than Planned Range	
2	Work Reporting Accuracy	Percent of accurate work reporting and entry	CMMIS	85% or Less	90% to 94%	95% or Greater	
Management Process							
3	Two Week Scheduling & Monthly Status	Percent of compliance with meeting the deadline dates for scheduling the 2 week schedule and holding the monthly work status meeting	Electronic Document	85% or Less	90% to 94%	Greater than 95%	
Action Plan Compliance							
4	Review of all action plans associated with the Annual Customer Services Performance Audit. Confirm that an action plan exists and that progress is being made towards completion.	Percent of approved actions for all plans.	Electronic Document	75% or Less	80% to 89%	90% or Greater	
Overall Performance Scale				85% or Less	90%-99%	90%-100%	

CUSTOMER SERVICES

FINANCIAL SERVICES

WATER OPERATIONS

ENGINEERING

PUBLIC AFFAIRS

ADMINISTRATIVE SYSTEMS

HUMAN RESOURCES

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Performance Audit Process

1. Data Compilation
2. Performance Audit
3. Feedback

- Review of rating methodology
- Evaluate efficiency and effectiveness
- Improvements suggested
- Incentivize employees
- Account for work and time
- Responsibility created for ratepayers

CUSTOMER SERVICES

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Dry-Run

- LA Consulting March 2020
- Success in completion and reviewed with each department
- Improvements identified in process
- Adjustments are in process

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2020




Benefits

- Demonstrates fulfillment of our responsibilities to our ratepayers
- Rate Payers: Efficiently Run Business
- Accountability of Resources
- Provides opportunity for improvement



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Questions

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