



**MEETING DATE:**

October 3, 2012, 3:00 p.m.

**AGENDA ITEM:**

D.4. Operation Manager's Report

**SUBJECT:** An overview report of the Operations Manager of the Office of College, Career & Technical Education on systems and services provided by the Operations Team.

**ITEMS:**

The Operations Team is dedicated to a constant cycle of improvement. Using the concept of a Balanced Scorecard, our efforts are organized around the following four areas for 2012-13:

- Financial Support
  - CPA budget close-out for 2011-13 grant cycle
  - CPA 2012-14 awards
  - 2012-13 Budget alignment with district Budget Department for all resources
  - Fiscal & Facilities Quarterly I next week
- Customer Service
  - New CCTE Service Desk
  - Sub-teams development for more comprehensive service
  - CCTE Annual Report
- Internal Processes
  - OPs team assumption of all purchasing tasks for department
  - CCI Metrics and collection assignments
  - New Inventory system and team member
- Learning & Growth
  - Individual professional development goals for each team member
  - Intro to Leadership group participation
  - Heightened delegation and job sharing