

THIS MEMO IS EXPIRED

May 1, 2000

MEMORANDUM NO. 03-00

**TO: DIRECTORS OF OPERATIONS
DISTRICT CONSTRUCTION ENGINEERS**

FROM: Greg Xanders, State Construction Engineer

COPIES: Freddie Simmons, Bill Albaugh, Sharon Holmes, Tom Malerk, Juanita Moore, Patrick Bauer, Brian Blanchard, Nick Tsengas, Susan Blazo, Bob Crim, Ed Coven, Vay Scott, Linda Mills

SUBJECT: REVISED CORE PROCESS FLOW CHART (DELIVER)

A copy of the revised core process flow chart for the **ADeliver@**process is attached for your review and comment. That means **AConstruction@**basically in non-sterling talk. The flow chart includes two kinds of performance measures. First, are the **Ain-process@**measures labeled with a **AP@**. The second are quality or outcome measures labeled with a **AQ@**. Please review these carefully and give me your feedback as to whether we should keep these, delete them or modify them in some way. **This is extremely important, since whatever we do may be with us for a long time to come!!**

There are a couple of **AP@**and **AQ@**measures that may need further explanation. **AP6"** is % Time overrun (status ,7, 8) and **AP7"** is % Cost overrun (status 6, 7, 8). These are process measures that we already have in the system and already track. These two measures will act as indicators for what the time and cost **AQ@**measures will look like in the future (3-9 months). Basically, they will tell you if your **AQ@**numbers are going to go up or down. .

Thank you for your input. I would like to get your feedback no later than **May 18, 2000.**

GX/wc
Attachment