


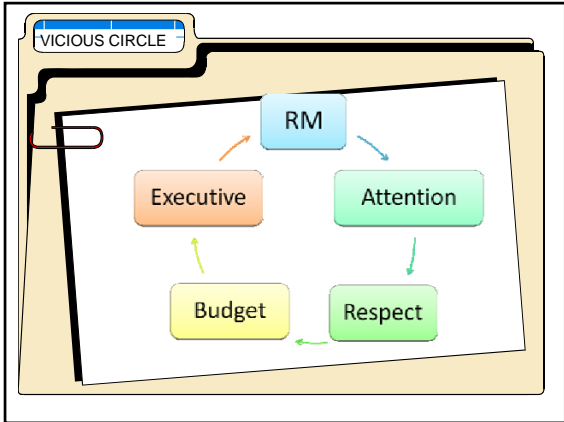
GAUGING THE HEALTH OF YOUR RECORDS MANAGEMENT PROGRAM

AMANDA BROWN
Ministry Records Officer
Ministry of Forests and Range
For ARMA VI - April 25, 2008

MORE RESEARCH




HOW DO I GET EXECUTIVE SUPPORT?




SUPPORT

YOU NEED EXECUTIVE
SUPPORT...
TO GET EXECUTIVE
SUPPORT



TABLED



Thanks but No Thanks
Other Priorities

MORE RESEARCH

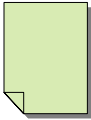
Minimize the risk of being tabled or ignored

HOW DO WE DO THIS?

WORKSHEET

LET'S GET STARTED

- Use the worksheet on your table and follow along...



ORGANIZATION

Find your organization's Performance Measures

Every organization has them in...

- Formal performance measures
- Annual reports
- Business or service plans

EXECUTIVE SUPPORT

What does your Executive want?

- High performance measures
- Executive goals and objectives

We can help you meet those...

- Staff engagement,
- work environment,
- program delivery

BOSSES SUPPORT

What does your boss want?

- Department level performance measures
- Department goals and objectives

We can help you meet those

VALUE ADD

WHAT DON'T THEY KNOW?

- What will affect their performance measures and goals and objectives?

MORE RESEARCH


Research

HOW DO I ADD VALUE WITH UNEXPECTED INFORMATION?

HOW DO YOU DO THIS

- Read newspapers
- Trade journals
- Your own press releases
- Your own audit reports done by 3rd parties
 - Look for holes you can help fill

MAKE LEMONADE



LOOKING FOR LEMONS

What Are Your Lemons?

- Law suits
- Tax audits
- Cost of missing information



BE POSITIVE

DON'T
PROJECT
DOOM
&
GLOOM




BE REALISTIC

Look for smaller and more immediate threats and embarrassments in the business environment that people can relate to.



Earthquake




MORE RESEARCH

SO LET'S GET STARTED

ACTIVITY


FIND YOUR LEMONS

Work at your table to come up with as many lemons as you can to take back to your organization after this conference





WIIFM

FINDING A
COMMON
GOAL
WIIFM?



MEETINGS




MORE
RESEARCH


How did we do it?
MY STORY

PROGRAM REVIEW

8 PEOPLE



108 DIFFERENT ISSUES

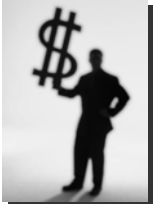


CATEGORIZE THE ISSUES

108 ISSUES

10 CATEGORIES

WHERE'S THE MONEY



HIDDEN COSTS

- Poorly utilized office space
- Cabinetry & hardware
- Uninventored documents or files
- Redoing work
- Loss of goodwill with clients or business partners

ONE UNINVENTORED OR MISPLACED ITEM

What's one missing document worth?

- Routine search by office clerk:
(estimated pay inc. benefits \$25.00/hr
2 hrs = \$50.00
- Escalated search:
(10 days x 5 staff [11.25 days total search time
29 hours = \$2,000.00
- Final search by office clerk:
2 hrs = \$50.00

Total search \$2100.00

If it happened once a year:

In one office:	\$2,100
In 10 offices:	\$21,100
In all 44 offices:	\$92,400

Time Loss

- Can't find a file? No big deal – or is it?
 - Each staff person spends 10 minutes per day looking for files or unfiled items.
 - 30 person office = 143 days per year
 - Annual cost of \$30,857

Floor space

- Assumption:
 - 100 sq ft occupied by inactive files @ \$5 per month per 100 sq ft
 - = \$6,000 per year for under-utilized space

Tool Box

- Now write it up:
 - Reference your performance measures and lemons
 - Briefing note format
 - Include financial implications
 - Other implications (regulatory, legal)

And good luck!
