



Performance & Analytics

FAQ

Operational Excellence Academy

No.	Question	Answer
1	What are the parameters for selecting employees to attend these classes?	Participation is voluntary. Employees taking these classes should be interested in making process improvements in their work environments for the benefit of their customer or user.
2	How do employees register?	Employees may self-nominate via Success Factors. Employees without computer access may be nominated via an email from their supervisor. Enrollment is not considered official until the supervisor approves the training request.
3	Could my request to attend the training be denied by my supervisor?	Yes. Approval of attendance for these classes will be based on operational needs and availability of staff to provide sufficient coverage. Employees who are subject to disciplinary measures may be excluded.
4	How long will this initiative be in effect?	Continuation of the initiative will depend on demand and capacity. Employees are encouraged to sign up as they are able.
5	How frequently will classes be offered?	Class frequency will depend on demand and capacity. Employees are encouraged to sign up as they are able.
6	Is a certification earned for participation in the classes?	Certification depends on completing projects as outlined in the course description. Employees who graduate from the Introductory class and complete one project within three months of finishing the class will earn a City certificate. Advanced class graduates who complete two projects within six months of finishing the class will earn a City certificate. These part-time projects will be conducted on City time and approved by the individual's appointing authority.
7	Will OpEx Academy activities be conducted on City time?	Yes. Class attendance and work on projects afterwards will be done on City time.
8	What about meet and confer for projects?	If a project requires meet and confer before the idea/proposed change to wages, hours or terms and conditions of employment can be implemented, then the definition of project completion for purposes of receiving the City certificate will be the commencement of the meet and confer process.
9	Is there any relationship between the new Operational Excellence Initiative and San Diego Works (SDW)?	Under AR 95.93, SDW was a one-time pilot with a sunset date of June 30, 2017. While SDW stimulated great suggestions, it highlighted the need to support front-line employees in identifying and implementing innovative solutions in their own work areas. This new initiative is the natural next step after SDW.