

B. Goal: Increase Efficiency in POST Systems and Operations (cont)

| Objective | Strategy |
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| B.3 POST structure and systems support efficiency, productivity, and quality, and are appropriately resourced | B.3.1 Complete an organizational workload study of POST utilizing internal resources |
| | B.3.2 Establish uniform contracting procedures |
| | B.3.3 Evaluate current proofing and editing processes and improve where necessary to ensure all POST materials are properly edited prior to being distributed |
| | B.4.1 Continue to develop an automated reimbursement process |
| | B.4.2 Automate professional certificates application process |
| B.4 The efficiency of operations and business processes is increased | B.4.3 Complete automation of agency compliance inspections |
| | B.4.4 Improve the course evaluation process to ensure feedback gets to course instructors |
| | B.4.5 Procure a broad range of computer-based testing and automated scoring tools |
| | B.4.6 Evaluate the feasibility of electronic completion and submission of POST forms |
| | B.4.7 Make all digital resources available online for POST staff |
| B.5 POST staff communicates effectively across divisions and bureaus | B.4.8 Expand utilization of tools for automating event management to include notification, pre-registration, identification cards, attendance scanning, and course rosters |
| | B.4.9 Update the POST Internal Manual (PIM) |
| | B.5.1 Increase the awareness of the existing directory of POST staff functions and responsibilities |
| | B.5.2 Develop inter-bureau communication procedures when planning projects and programs to encourage collaboration and to avoid duplication of effort |
| | B.5.3 Improve organization-wide use of communication protocols |