

UBBN

UNION
BULLETIN
BOARD
NETWORK

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*This successful way
to handle state
business was
referred to in
Governor
Strickland's "Turn
Around Ohio
Government
Accountability
Plan."*

Another great

PATHWAYS
to
EXCELLENCE

event...

**The Ohio Quality Network presents
Jim Chrisinger
author of Iowa's Accountable Government
Act. Jim has addressed the Strickland/Fisher
Transition Team to share stories and data
from Iowa's plan on how government can:**

- Treat people like customers.
- Prioritize to live within its means.
- Make results for people more important than one-size-fits-all rules.
- Dramatically improve performance.

**Thursday, Feb. 15
Bureau of Workers
Compensation Auditorium
30 West Spring Street • Columbus
9 a.m. - 2:30 p.m.
Lunch will be provided.**

There will also be a workshop lead by ODJFS on measuring performance and about a new phone system that allows agencies to route calls for improved customer service.

FOR MORE INFORMATION, GO TO www.ocsea.org/quality

*You will need to arrange your attendance to this event
with your supervisor.*

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