Example Tier Board Rounding Agenda

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| Dept: | | Date/Time: |
| Purpose: Rounding is a check on operational performance to ensure mutual accountability.   * Clarity around outcomes, measures and target * Performance against target (Actuals vs. Targets) * Operational and strategic priorities * Improvement actions * Demonstrate respect for people * Opportunities to identify and remove barriers | | |
| Standard Agenda | Department-Specific Agenda | |
| Introductions & Action Items (Dept. Director) (5 mins)   * Introductions * Last action item check-in * Dept items * Senior Leadership items |  | |
| Tier Board updates (Dept. Director) (5 mins)   * Changes since last rounding * Highlights of measures in red |  | |
| Performance Review - select 2-4 measures to discuss (Dept. Director) (15 mins)   * Success   + Discuss actions and results   + Learnings to share * Areas of concern   + Discuss root causes   + Discuss countermeasures   + Identify if help is needed |  | |
| Wrap-up / Reflection (Dept. Director) (5 mins)   * Identify Dept. action items and accountable person * Identify Senior Leadership action items and person (ie “deep dives” on specific issues, communication to other stakeholders) * How did rounding go? How can we do better? (plus/delta) |  | |
| Payoff   * Shared learning about organizational success and challenges * Shared understanding and accountabilities for improvement activity * Continued improvement of management system tools and processes | | |

Example Questions

Questions to assess performance

1. What is the current performance? What is the target performance?
2. What is the gap between current and target performance? How does this gap impact our customers?
3. What are the major causes of this gap? How have you identified root causes?
4. What are your hypotheses about countermeasures that could improve performance? What progress have you made? How do you know? Is the project status visible?
5. What are the obstacles to improvement? What could you try next?

Questions about Executive Priorities

1. How do you show that your work tied to the Executive’s priorities (ex. BRG, SCAP, ESJ, Mobility)?
2. How do you show that you are developing and engaging employees and fostering leadership into plans and operations?
3. How do you show that you are incorporating continuous improvement and ESJ into operations?

Questions to assess the management system

1. What should we know about your operations? What types of things are you trying to make visible? What are your key problems?
2. What are your Priorities, Core Processes, and Activities?
3. How do you and your team work together to solve problems? How could you prevent the problems from occurring in the first place?
4. How can you show a connection to the King County Strategic Plan and the Executive’s priorities?