

WHAT'S A "SAS?"

Great question! "SAS" stands for "Survey/Action Plan/Survey." The SAS has three goals: *First*, it is designed to bring about team-oriented change. *Second*, it is designed to ensure **all levels** of team are involved in the actual solutions. *Third*, it is designed to sustain results.

Let's look at how these three goals work in the SAS. The SAS is designed to help build morale, trust, and engagement transparency between team members and leadership. It is **NOT** designed to be punitive in any way.

SURVEY

Start with a Survey:

1. Select the area, team, or agency for the SAS.
2. Select a Kickoff Date to begin your SAS.
3. With the Leadership, the Process Improvement Coordinator Develops Survey Questions.
4. Surveys are released and Data is collected.
5. Measure and Analyze the Data Collected: 80% and above is good, but we should be shooting for 90% and above.
6. Anything below 80% should be addressed, while anything between 80% and 90% can be looked at as well.
7. The results are then presented to the team.

ACTION PLAN

Develop an Action Plan:

1. Once the survey is complete, determine what areas need to be addressed.
2. Break those surveyed into small teams and address those areas.
3. Action plan created – breaking into teams [can take up to 3 months to develop].
4. Execute the action plan.

SURVEY

Ending Survey:

While the Action Plan is being implemented, the team will go through some feedback to help fine-tune the SAS results:

Quarterly feedback:

- Q1 – Qualitative Feedback
- Q2 – Survey
- Q3 – Qualitative Feedback
- Q4 – Survey

The SAS is designed to help you get to the root cause of issues, and it will take time.

ONESHEET

Center of Operational Excellence

Survey/Action Plan/Survey

NEBRASKA

DEPT. OF ADMINISTRATIVE SERVICES



Need More Help?

Reach out to your PIC, or the Center of Operational Excellence.

FAQS:

Why do a SAS? The SAS is designed to help your team grow, and to work out seen, and unseen, issues your team may be experiencing. It is not designed to call out one person, or a team of people; it is designed to build your team, and develop a cohesive approach to working together.

How long does a SAS take? The SAS is not designed to find a "quick fix." It might take months, with the largest amount of time being spent on implementing the Action Plan. Remember, the SAS is designed to get to the root cause of issues facing your team, and it will take time and commitment.

Can you fail a SAS? No. This is not a "pass/fail" exercise, it is a team building approach to developing a solid, cohesive team.