

401 Water Quality Certification Process Kaizen Event - Next Steps (revised 1/22/2010)

Category	Sub-Category	Tasks	Lead	Support	Time Line
Staff Management	NA	1) Establish personal performance goals	R. Bournique	R. Blasick E. Wick	March 1, 2010
		2) Establish Performance Tracking System	C. Bowman		
		3) Incorporate into Personnel Evaluations	R. Bournique		2010 Evaluations
		4) Review staff allocation and assignments	R. Bournique	R. Blasick E. Wick	April 1, 2010
Communication Plan (short term)	NA	5) Web site Update	R. Bournique	B. Heitzman	Updated 1/7/10
		6) NewSource article		PIC	
		7) Director's Memo			
		8) Press Release		PIC	
		9) Applicant Meeting			
		10) Stakeholder Meeting	L. Powell		
Customer Feedback Mechanism	NA	11) Develop web based "Feedback" form	L. Stevenson	R. Bournique	
		12) Establish internal performance measures			
		13) Establish internal tracking mechanism			
Standard Operating Procedures	Pre-Application Procedure	14) Establish requirements	R. McLean	H. Crowell N. Mullins J. Boyles	March 1, 2010
		15) Produce documentation			
		16) Incorporate into tracking system	C. Bowman		May 1, 2010
	Application	17) Revise 401 application data requirements	D. Osterfeld	S. Doyle-Ahern T. Harcarik	May 1, 2010

		18) E-application coordination with USACE	R. Queen	R. Rutherford N. Mullins Buffalo COE	August 1, 2010 (test)
		19) Produce documentation			August 1, 2010
Tiered Application Review		20) Data Analysis	T. Harcarik	S. Doran M. Pettegrew M. Micacchion J. Boyles B. Fischbein K. Wise	April 1, 2010
		21) Establish "Fast Track" review procedures			May 1, 2010
		22) Develop "General" 401 Permit			
Completeness Review		23) Consolidate vs. Distribute 15 day review	G. Elmaraghy	R. Bournique	February 1, 2010
		24) Establish specific guidance	J. Boyles		March 1, 2010
		25) Produce documentation			
Public Notice		26) Revise existing procedure	R. Bournique	P. Smith	April 1, 2010
		27) Produce Documentation			
Technical Review		28) Establish specific guidance & timeline	R. Babb	J. Kusnier S. Doyle-Ahern B. Smith R. Rutherford T. Harcarik	June 1, 2010
		29) Standardize site visit criteria			
		30) Establish criteria and procedures for Mid-Review Meeting			
		31) Generate standardized comment letter			
		32) Establish dispute resolution procedure			
		33) Produce documentation			

	Mitigation	34) Establish specific review guidance		R. Babb	
		35) Generate Environmental Covenant documentation	B. Fischbein		
		36) Produce documentation			
	Certification Issuance	37) Complete Boilerplate 401	R. Babb	T. Harcarik M. Micacchion	February 1, 2010
		38) Review existing procedures	R. Bournique	P. Smith	March 1, 2010
Applicant Guidance Document	NA	39) Review ODOT Manual	T. Long	P. Allen H. Crowell J. Boyles A. Coleman	June 1, 2010
		40) Develop technical guidance on ORAM, VIBI, etc.	B. Gara	M. Micacchion	
		41) Consolidate SOP documentation with ODOT Manual	T. Long	P. Allen H. Crowell J. Boyles A. Coleman	July 1, 2010
Internal Training	NA	42) Develop New Employee Training Manual	R. McLean	R. Babb	
		43) Revise Professional Development Plans	R. Bournique		
External Training	Presentations at existing venues	44) Work with OSBA, OMA, Compliance Conference, etc.	T. Harcarik		Ongoing
	Webinars & Periodic Training	45) Assess and prioritize needs			June 1, 2010
		46) Generate technical content from SOP documentation			

		47) Generate specific training materials			November 1, 2010
	Web Site Maintenance	48) Reorganize technical content	L. McEleney	B. Heitzman R. Bournique	April 1, 2010
		49) Insert process flow chart			
		50) Generate FAQ section			

“Produce documentation” entails 3 distinct media: 1) incorporation into the 401 web site, 2) incorporation into a 401 Guidance Manual, and 3) incorporation into a series of on-line webinars.