

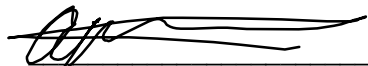
# 6. CONTINUOUS IMPROVEMENT STRATEGY

| ACTIVITY  | OUTPUTS   | INPUTS   | PERFORMANCE MEASURES  | OUTCOMES  |   |   |
|---|---|--|---|---|---|---|
|   |   |  |   | SHORT TERM  | MEDIUM TERM   | LONG TERM   |
| <p>The purpose of this program is support and improve corporate oversight, risk identification and mitigation, transparency, independence, accountability, responsibility, fairness, and fiscal and social responsibility within the Centre. The Centre recognizes that continuous improvement of internal business processes is foundational to the delivery of high-quality, credible occupational health and safety education.</p> | <p>Implementation of revised financial policies</p> <p>Integration of financial system into CRM/ERP</p> <p>Implementation of routine course review processes</p> <p>Implementation of routine evaluation procedures</p> <p>Implementation of brand standards</p> <p>Ongoing instructor development</p> <p>Implementation of a structured onboarding process for new staff</p> <p>Quarterly KPI tracking</p> | <p>Funding</p> <p>Staff</p> <p>Consultants</p> <p>Technology</p> | <p><i>To be determined</i></p> <p>The Centre has recently completed a business process assessment with MNP. Performance measures and KPIs for this program will be based on the recommendations within MNPs final report.</p> | <p>Codification of policies, procedures, and processes that support the Centre's fiduciary responsibilities</p> | <p>Improved corporate oversight, risk identification and mitigation, transparency, independence, accountability, responsibility, fairness, and fiscal and social responsibility</p> | <p>Implementation of leading-edge business practices that support the sustainability of the Centre for an additional 20 years</p> |

Approved by Organization Board Chair:

 (signature)

Laird Cronk  
President of the BC Federation of Labour or designate

 (signature)

Angélique Prince-Tanizawa  
Executive Director, BCFED Health & Safety Centre

Date of Approval:

