

POLICY, PLANNING AND IMPROVEMENT DIVISION: BALANCED SCORECARD: 2007/08

A. Results/Performance (Aimed at Stakeholder Expectations)	B. Customer (aimed at meeting Customer Expectations)
<p>To:</p> <ul style="list-style-type: none"> i. review the strategic purpose and process of inspection ii. facilitate the necessary adjustments in inspection processes and procedures iii. promote and demonstrate improvement in the work of ETI iv. work to ensure an efficient and effective service for those being inspected v. demonstrate that ETI provides value for money vi. strengthen the link between inspection and improvement vii. ensure inspection promotes improvement in the organisations inspected viii. maintain an overview of the inspection programme 	<p>To:</p> <ul style="list-style-type: none"> i. provide colleagues with clear advice and guidance on inspection and inspection policy; and on organisational values, protocols and service standards ii. provide colleagues with examples of best practice and benchmarking information iii. ensure colleagues have opportunities to influence the current and future direction of ETI
C. Internal Business Process (The processes we must excel at to meet stakeholder and customer expectations)	D. Organisational Learning and Growth (What will decide the advances required in stakeholder, customer and internal business processes)
<p>To:</p> <ul style="list-style-type: none"> i. continue to refine the business planning process to promote the link between the corporate and the annual business plans ii. implement, monitor and evaluate the centrally-programmed staff development programme iii. facilitate the Performance Management Process including the production of an annual, costed Learning and Development Plan iv. establish a robust management information system which is fit-for-purpose v. ensure the outcomes of inspection are used effectively to inform policy vi. deploy ETI resources efficiently and effectively vii. research new approaches to inspection viii. develop inspection guidelines as necessary ix. support the management of change x. promote effective communication across ETI 	<p>To:</p> <ul style="list-style-type: none"> i. be skilled in Project Management ii. have dedicated time to complete the work associated with the Division iii. review and enhance intra-Divisional working iv. have knowledge and awareness of new developments, and their potential impact across the education, youth and training sectors in Northern Ireland v. enhance joined-up working to include other inspectorates and agencies vi. develop and maintain a Human Resources policy which reflects the requirements of the Corporate Plan

