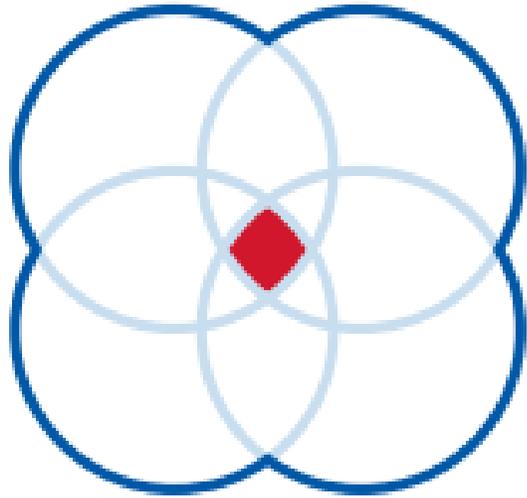


2023 Continuous Improvement Team Highlights





Continuous Improvement

UTA CONTINUOUS IMPROVEMENT TEAM 2023 REPORT

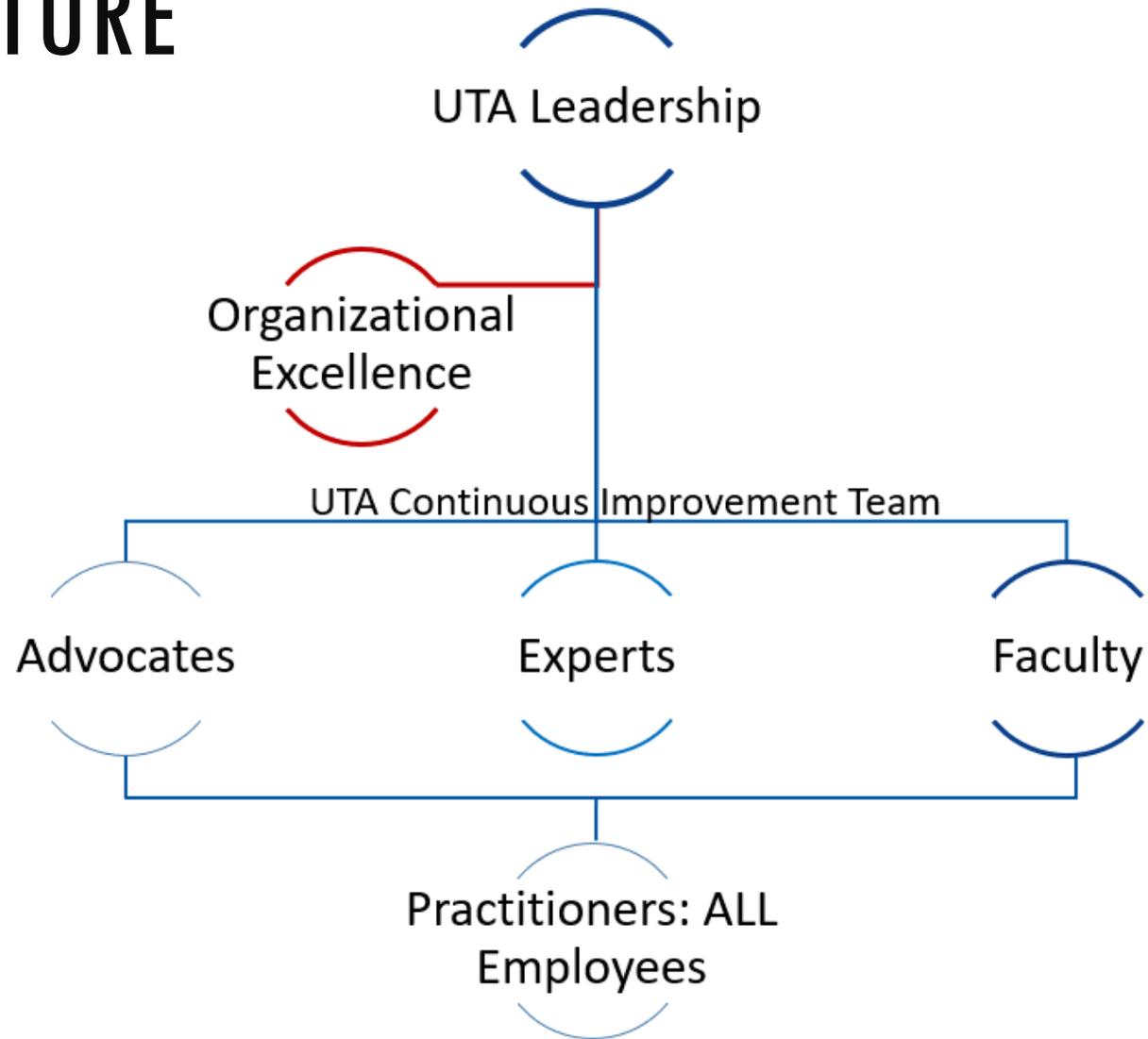
Presenter: Alisha Garrett &
Sarah Johnson
Board Meeting: 2/14/24

Agenda Item 10.b.

WHO WE ARE

The Continuous Improvement Team is a go-to **resource** to deepen understanding of the UTA Way. We offer **learning** opportunities, skill development, project support and **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

OUR STRUCTURE



Agenda Item 10.b.

2023 CI TEAM DEMOGRAPHICS

36 Team Members in 2023

25 Departments represented

9 members have promoted or taken on a new role in 2023

2 members promoted externally and 1 enter full time MBA program

4 CORE GOALS OF UTA'S CI TEAM

LEARN

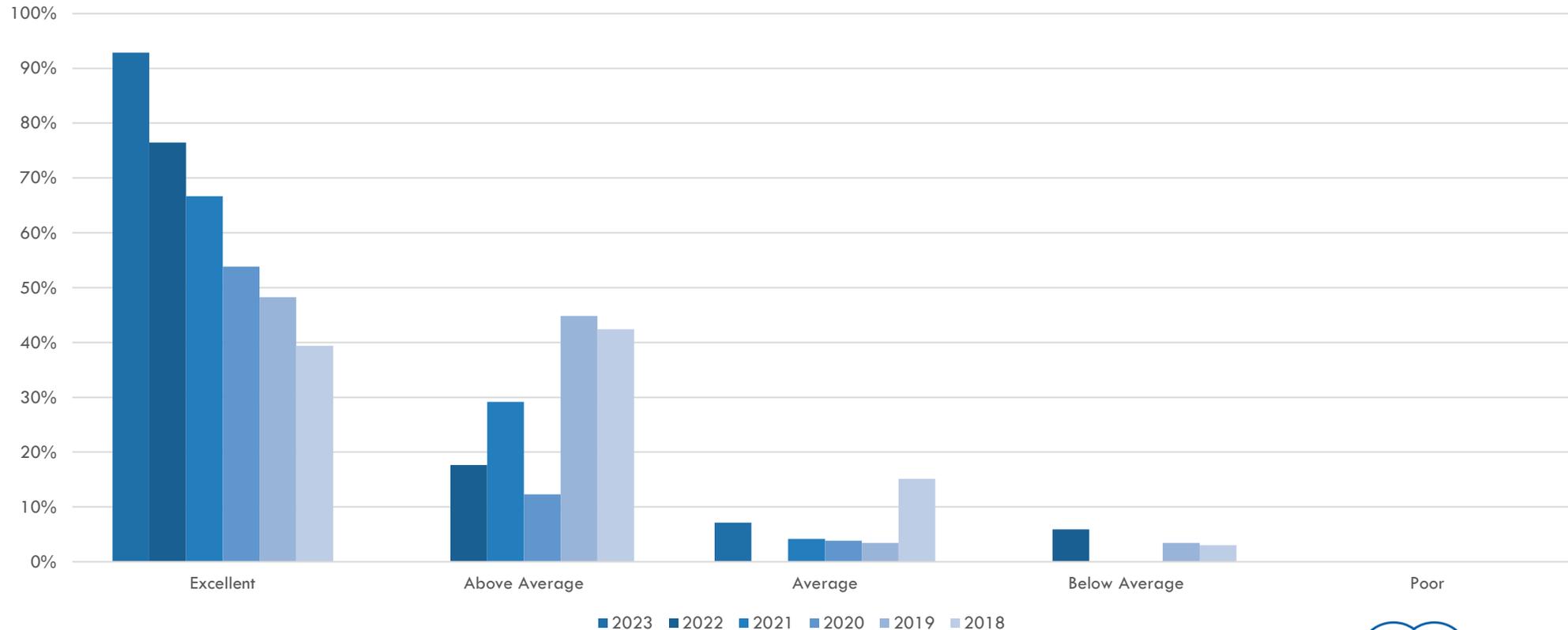
APPLY

SUPPORT

COACH & MENTOR

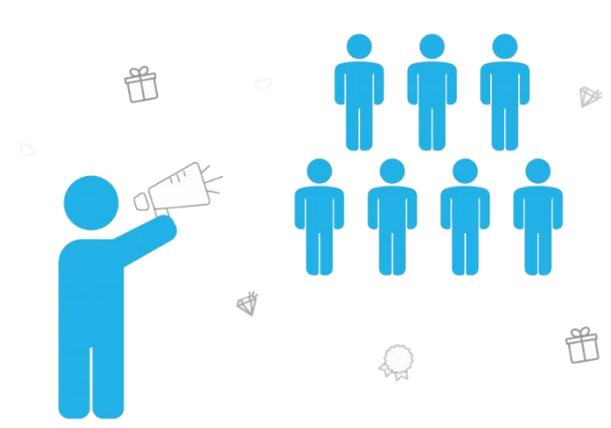
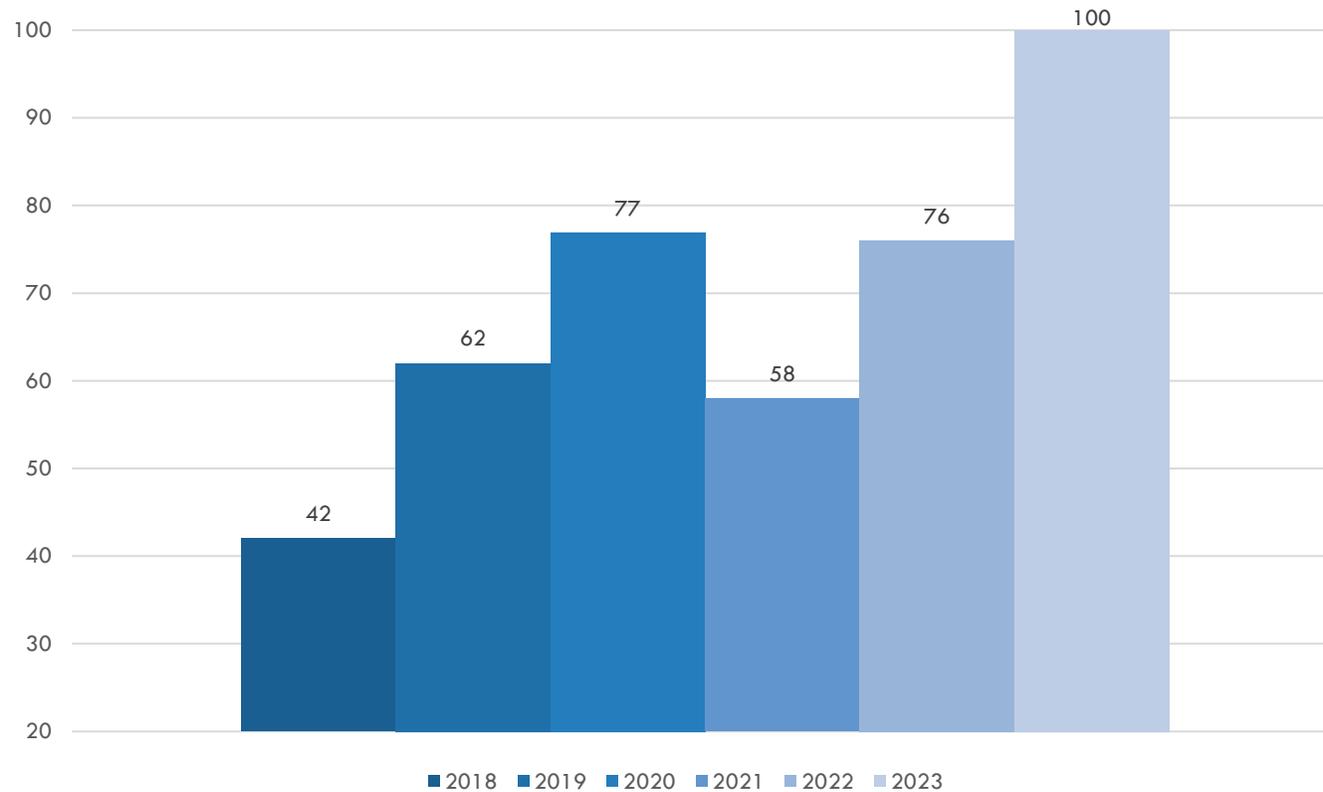


VALUE OF PARTICIPATING ON THE TEAM



Agenda Item 10.b.

NET PROMOTER SCORE



Agenda Item 10.b.

SNACK & SHARES - LEARNING FROM OTHERS

Informal

Sharing

Practicing

Tools



Agenda Item 10.b.

LEARNING FROM OTHERS

Internal

HRBP Team

The image shows a Zoom meeting interface. On the left is a grid of 25 video thumbnails for participants. On the right is a 'Participants (32)' list with names and icons for mute, video, and chat. Below the list is a 'Meeting Chat' window with a message from AOliver: 'Hi! Joy! It is really exciting that the Strategic Targets and Initiatives are spelling out the need for Individual Growth Plans and Succession Planning. Can you share with us your vision on the next couple of years of workforce management & growth strategy at the agency?' The chat window also shows a 'Recording On' notification.

The image is a screenshot of a PDF document titled 'UTA 2023 STRATEGY'. The document is structured into several sections: 'Our Vision', 'Our Mission', and 'Our Foundation'. Below these are 'BOARD STRATEGIC PRIORITIES & SUCCESS OUTCOMES' with five categories: Quality of Life, Customer Experience, Organizational Excellence, Community Support, and Economic Return. Each category has a brief description and key metrics. Below this are 'GOALS AND 2030 OBJECTIVES' with four sub-sections: Department (Human Resource Business Partners & Labor Relations), ANNUAL TARGETS, ANNUAL STRATEGIC INITIATIVES, and a final section for 'Update Succession Plan for all AD'. The document is displayed in a PDF viewer with a sidebar on the right showing options like 'Export PDF', 'EGR PDF', 'Create PDF', 'Comment', 'Combine Files', 'Organize Pages', and 'Compress PDF'.

Agenda Item 10.b.

LEARNING FROM OTHERS

Internal

Timpanogos Maintenance

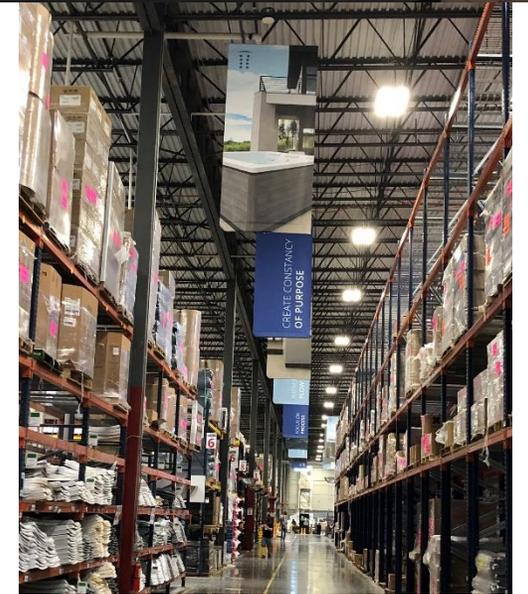


Agenda Item 10.b.

LEARNING FROM OTHERS

External Site Tours -

Bull Frog Spas



Agenda Item 10.b.

LEARNING FROM OTHERS

External Site Tours -

Clarke Planetarium



Agenda Item 10.b.



CI TEAM CERTIFICATIONS

- 9 people achieved their Advocate Certification
 - 3 people actively pursuing
- 5 people achieved their Expert Certification
 - 3 people actively pursuing
- 2 people achieved their Faculty Certification
 - 1 person actively pursuing
 - 6 people maintained Faculty certification



ADVOCATE CERTIFICATION

Alana Jacquez

Moose Willis

Christopher Castillo-Bateman

Ethan Ray

Iman Nazarinia

Sarah Mecham

Sarah Simpson

Juliana Brine

Lori Coca

Laura Balsamo*

Kyle James*

Heather Pape*

- “Over the years, seen a shift of mindset at UTA. Previously each step was so much work. The CI team is amazing, offer resources and support. It feels easy in comparison. It’s mind blowing to see others excited to make changes. – Member of Advocate

* Certification in progress

Agenda Item 10.b.





EXPERT CERTIFICATION

Derek Kuraitis
Andrea Dew
Juliana Brine
James Larson
Jacob Ekker

- Jordan DiRaddo*
- Riley Williams*
- Ali Oliver*

- “CI is a fresh set of glasses. You see sharper, the world is different, a more positive lens, more proactive – challenge ourselves everyday to become better. It’s fun to see how much it spreads – we all practice CI everyday.” – Member of Expert



FACULTY CERTIFICATION

Stacey Adamson
Alex Beim

■ Sarah Johnson*

- “Love learning about others work. It gave me focus and know I make a difference. I am excited to inspire others and enjoy not having to think about the same thing everyday.” – Member of Faculty

Agenda Item 10.b.

* Certification in progress

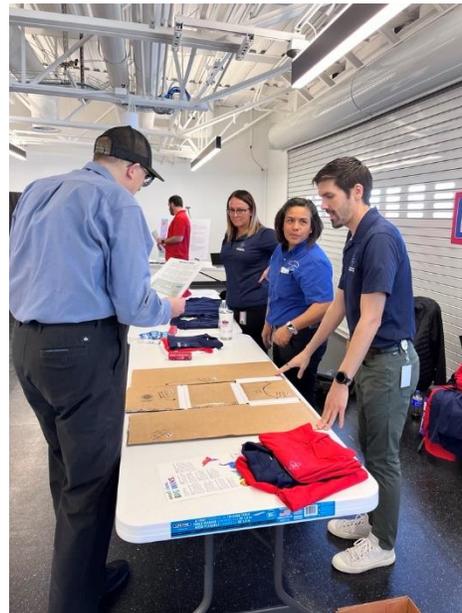


CI MEET & GREET



Agenda Item 10.b.

CI MEET & GREET



CI TEAM PROJECT HIGHLIGHTS

Team Members have been busy all year helping make improvements to their work, their teams work and finding better ways of serving our customers.

Results:

- Improved efficiency
- Improved service to customers
- Improved communication
- Improved quality
- Improved learning
- And so much more!!!



FAVORITE PART OF BEING ON THE TEAM



PARTING WORDS FROM THE CI TEAM

“CI is in my veins and heart. My favorite part was being a mentor, it gave me a fresh look at CI and was so rewarding to see my mentees learn and apply CI.”

“Through the work realized how interconnected we are, our work sends ripples. See a small change in 1 department and it echoes throughout the organization. Grateful to share and learn.”



* Please note not all team members are featured