



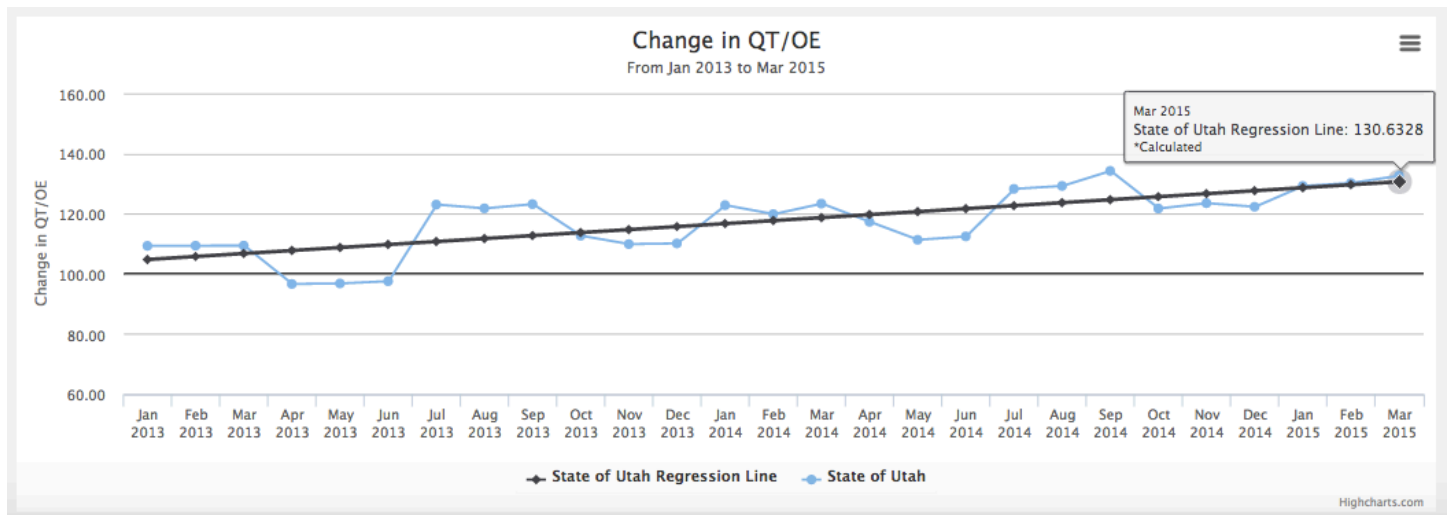
SUCCESS STATUS REPORT

Statewide

The SUCCESS Framework is a set of management principles designed to boost the quality and efficiency of government services, with the **goal of delivering ever-increasing value per dollar to the citizens of the state of Utah**. Most improvements are manifested through more effective use of limited funds. Accordingly, participating systems make operational improvements that improve quality and capacity without corresponding increases in costs. Additional information about the SUCCESS Framework is available at: <http://gomb.utah.gov/operational-excellence/success-framework-introduction/>.

- The Governor set a goal for all state agencies to improve performance by 25% by 2017.
- Progress toward attainment of this goal is measured by the change in QT/OE over time (quality throughput per dollar).
 - Quality (Q) measures the percentage of throughput that meets specific standards of performance.
 - Throughput (T) is the volume of units that pass through the system during a specific interval.
 - Operating expenses (OE) are the costs associated with running the system.
- Reports of QT/OE are submitted by system. A system may comprise a whole Department, Division, or smaller organizational units, but it is not necessarily bound by organizational unit—it is a set of procedures and/or processes that produce or deliver specific public goods or services. GOMB measures results at the system level in lieu of localized improvements.
- There are more than 150 systems identified for improvement.
- There are 70 systems reporting as of March 31, 2015.
- GOMB is working with an additional 15 systems anticipated to begin reporting by the new the fiscal year.
- Results for more recent months are subject to change as reporting periods are system-specific. Therefore, the calculation of the overall trend is an estimate based on those systems reporting.

The linear trend for all reporting systems since the baseline period shows a 30.6% increase*



* This result is subject to change as additional systems report results to GOMB.