

**2000-711 Audit of the Delivery of a Compensation Product (Pay)
Action Plan - January, 2001**

Recommendations

It is recommended that:

1. *The ADM, GOS, in concert with the ADM, RPS, undertake the following measures:*

- ♦ *Address the key management and operational issues to improve service delivery and performance results; and*
- ♦ *Implement a comprehensive learning program to achieve full integration and competence of P&PAs, based on the Western RPO initiatives.*

Plan

Close monitoring measures have been implemented in the offices concerned. Desk audits are being performed on a random basis and transactions input are audited. A more structured distribution of the workload was also put in place whereby transactions can be tracked back to the responsible agent. Staffing of vacant supervisor positions will also improve the situation.

An electronic database of material developed by RPOs is being created and will be made available to all regions. In the mean time, training programs and job aids created by RPOs is translated and distributed to all regions, as it is for a training program for the P&PAs that developed by the Quebec Region which was sent to all Regional Managers in 1998. The Western Region training program and desktop procedure manual will be made available through an electronic shared folder for which access will be provided to all regional offices.

2. *The ADM, GOS enhance RPOs' reporting of PSCBL performance results by developing and implementing indicators for "cost-effective pay processing" and "knowledgeable compensation specialists".*

Plan

The business line will develop indicators for the cost effective pay processing and measures will be implemented to evaluate individual pay office performance on a yearly basis. HQ is currently analyzing the available data from the systems to measure productivity and accuracy of work performed. A national web-based Compensation Client Inquiry System will be implemented to capture client queries, advisory responses and service levels. These data will provide management information on training needs of clients and of pay office resources.

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3. *The ADM, GOS enhance RPOs' performance results reporting by issuing direction for preparing the Pay Office Intervention and Advisory Services Reports.*

Plan

Communication to the pay offices on reporting requirements for pay, advisory and training was done in the month of January. Each Regional Compensation Manager was requested to sign off all the monthly reports prior to send them to HQ.

4. *The ADM, GOS, in concert with the ADM, RPS, implement a common comprehensive system in the RPOs for recording, tracking, and reporting on client inquiries, based on the Pacific RPO initiative. Plan*

Plan

The web-based Compensation Client Inquiry System developed by the Pacific Region will be implemented in all regional pay offices next fiscal year, under GOS' initiative. This database will record client enquiries, track responses provided by the regional offices and provide information for reporting on the service levels associated with the answers. The responses provided will be available to all regions and a database of frequently asked questions and answers will eventually be built.