

AFTER ACTION REPORT

TO: Reynold Douglas, Manager Facility Services

FROM: Kristen Geiger

DATE: September 15, 2011

RE: After Action Report – **Baldrige Brainstorming Session on 9/14/11**

- Purpose
 - What did we set out to do? Gather input from various departments/divisions and service providers to be used in writing the Baldrige application.
 - What was supposed to happen? Data collection and a city-wide collection of information. There were four tables with a group at each table. To start, each group remained at their table. After 20 minutes, each group was to rotate to another table. There would be a total of four sessions of 20 minutes each, with a 10 minute break between the second and third rotation.
 - Is there a process or procedure in place for this activity? Not to my knowledge.
- Executive Summary
 - What actually happened? There were four groups who rotated from table to table. The first session lasted 22 minutes thus being late in starting the first rotation. The 10 minute break was good and our group ended at the time of 10:30.
 - What worked well that needs to be sustained? The concept of gather information.
 - What did not work well and needs to be changed? The four tables/groups were all different in how they handled the brainstorming. Participants did not seem well informed on how the event would go.
- Lessons Learned
 - What can we do better next time? Go through a dry run and have every table/group use the same procedure. Better explain the 5-Ws.
- Action Items
 - Develop a list of the actions to fix specific needs, Examples:
 - Re-conduct the session using different people but implementing the recommendations from “Lessons Learned”.
 - Timelines and responsibilities - NA