

From: Parks, Beth S.
To: DMV All Users <DMV-All@scdps.state.sc.us>
Date: 1/2/2003 5:16:57 PM
Subject: IMPORTANT MEMO - From David Burgis

To: All DMV Employees
From: David Burgis, DMV Deputy Director
Date: January 2, 2003
Re: Business Operations and Assessment Unit

As we begin the New Year, DMV is moving forward with plans to build a better organization and find innovative ways to meet the needs of our customers and employees. To help us achieve our goals, the division has established a new Business Operations and Assessment Unit to create and maintain more accurate and efficient processes statewide. Designed to promote consistent and professional operations, the unit is comprised of the following areas:

- **Quality Management**
This area oversees the entire unit and is responsible for updating and maintaining the division's Quality Plan.
- **Process Development and Documentation**
Responsible for developing and documenting new processes within the division, this area will work closely with the Information Technology staff and employees to test new processes and ensure they meet the needs of the division.
- **Training**
Once new business processes have been developed, the training area will determine the most appropriate training methods and ensure employees receive accurate and timely instruction. This area will also conduct new employee training for the division.
- **Evaluation and Assessment**
This area will be responsible for monitoring the division's performance in the execution of established business processes and help DMV maintain quality performance levels in all areas of the division.

By establishing this special unit, the division is taking a positive step toward creating a more professional and accountable organization. The Business Operations and Assessment Unit will provide the division with well-defined business processes, more process focused training, and valuable assessment tools for employees and management. The unit began operation on January 2, 2003 as part of the Office of the Deputy Director and the following employees have been assigned to the new unit:

Beth Grant, Business Operations and Assessment Manager
Terry Findlay, Business Operations and Assessment Coordinator
Gail Henry, Senior Quality Specialist
Peggy Fouty, Senior Quality Specialist
Donna Meares, Quality Specialist
Amy Teal-Hornsby, Quality Specialist
Lynn Williams, Quality Specialist
Jan Loman, Training Supervisor
Renee Jennings, Training Specialist
Di Manigault, Training Specialist
Dianne Thompson, Training Specialist