

FUNDAMENTALS MANAGEMENT MAP

MISSION

BATC is is dedicated to sound governance that creates opportunities for its members.

Effective governance and oversight



OPERATING PROCESSES

MANAGING

RISK

1. Identifying, assessing

a strategy to address risk

2. Integrating risk

analysing and implementing

Mutual respect among members and institutions

VISION

A leading First Nation organization assisting, enhancing and promoting success for its membership based on the spirit and intent of the treaties.



A knowledgeable, skilled, engaged workforce

VALUES

B - Balance T - Transparent A - Accountability

C - Cultural

Client self sustainability

GOALS

Advocacy and remove barriers to success.

MANAGING

POLICIES

1. Creating and

updating policies

2. Consulting and

3. Sunsetting policies

coaching for

compliance

4. Procedures

Continual improvement through engaged employees, best business practices and data-driven decision.

Partner on policy and service-delivery decsions.

PROVIDING

SERVICES

1. Identifying

client needs

2. Designing

3. Producing

solutions

4. Delivery

solution options

Improve BATC's performance through accountability, continual learning and effective management.

STRATEGIES CORE PROCESSES **VALUE STREAM**

SUB PROCESSES

MEASURES

MANAGING FISCAL ENVIRONMENT	
I Forecasting	

- Forecasting revenues 2. Budgeting 3. Accounting
- 4. Managing Payroll 5. Cashlow Management
 - information into making informed decisions 3. Projecting BATC's assets 4. Managing risk events 5. Consulting and coaching for compliance
 - * Emergency Management Response Plan * Security & Zero Tolerance Plan * General Assessment
 - *Directors Reporting Template

Engagement

- WORKFORCE DEVELOPMENT
- 1. Recruiting, retaining and succession planning 2. Managing employee relations
- 3. Classifying and compensating employees 4. Coaching, orientating,
- solution training, mentoring 5. Monitoring/ 5. Engaging employee Managing outcomes feedback and
 - budget
 - * Client satisfaction
- * Training objectives met * Timely delivery *Decreased turnover

Transaction

PLANNING

SUPPORTING PROCESSES

- 1. Maintaining business plans
- 2. Forecasting client/stakeholder demand for services
- 3. Managing entity Initiative portfolio
- 4. Maintaining business
- Architecture 5. Launching new shared services
- 6. Leading opportunities

MANAGING PERFORMANCE

- 1. Gathering, managing analyzing, and reporting data
- 2. Implementing "quarterly" Target Reviews
- 3. Auditing Performance
- 4. Improving Processes

PROCESS

*Policies include implementation goals/objectives *Policies assign accountability *Policies are understandable *Policies reviewed regularly

Ali Tatar

Member

Perception

% of BATC members

that have a positive

based on survey

view of Tribal Council

- * Forecast accuracy * Quarterly operating budget is within projected resources *Comparison of actual expenditures *Variance reporting
- Score
- * Successful recruitment * Deliver on * Capacity development *Employees accurately *Rework classed and compensated
- * Initiatives milestones completed on time * Initiatives within budget *Variance of demand forecast

against actual

Lee/Kerry/Ed/Viv

- * Internal audit recommendation responses
- * "flagged' outcome measures in corrective
- * "flagged" process measures in corrective action
- * Quarterly Target Reviews conducted on time

Directors

PROCESS OWNER

MEASURES

Kathv Kissick

Client Satisfaction

* Clean Audit opinion

% of clients and stakeholders ranking the quality of services as exceeding expectations

Ali Tatar/Neil Sasakamoose Employee

Numerical rating on a scale(% of policies achieving 100) for employee engagement index

Effective Policy

Ali Tatar

staff

suggestions

stated policy goals/ objectives benchmarks

Ed/Kerrv/Lee Cost Per

% achievement of lower cost per service than

On Time Delivery

% of on-time deliverables based on agreed upon delivery date

Partner Engagement

Numerical rating on the -100 to +100 point scale for advocacy score Organizational Health

Composite rating of Sub-measures