

Enterprise Management Tools including CEM & Lean

Summary of Discussion

The purpose of this session is to provide updates and information as it pertains to CalPERS' Enterprise Management tools including Enterprise Performance Management (EPM), Cost Effectiveness Measurement (CEM), and Lean Process Improvement.

Sabrina Hutchins, Chief of Enterprise Strategy and Performance Division will lead the Board and Executives through a review of the third quarter report focusing on At-Risk and Off-Target Measures and Initiatives, overall performance successes to date, and annual revisions. Donna Lum, Deputy Executive Officer of Customer Services and Support Branch, will provide an overview of the Annual Cost Effectiveness Measurement (CEM) Pension Benchmarking report for FY 2016-17. Jan Falzarano, Chief of Retirement Research and Planning Division will walk through the Lean Process Improvement efforts at CalPERS in partnership with Anthony Suine, Chief of Benefit Services Division and Carene Carolan, Chief of Customer Service and Outreach Division.

The materials for this session include:

- PowerPoint Presentation
 - Strategic Plan Alignment Map (Q3)
 - Enterprise Operations Map (Q3)
 - Strategic Measure Summary Sheets
 - Business Plan Initiative Summary Sheets
 - Key Performance Indicator Summary Sheets
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