



## Public Service Commission

The **Public Service Commission** in partnership with **Project ART** initiated a project to **overhaul and improve the classification review process**.

**Here is how we did it and what you can expect from the new process.**

We are responding to feedback that showed 40% of employees were not satisfied with the process. So, we broke it down and rebuilt the process from the ground up.



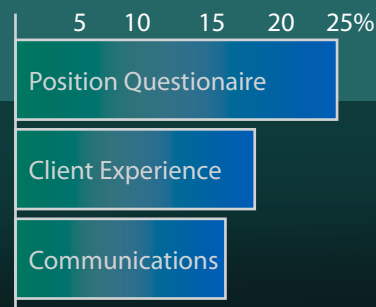
# Modernizing the Classification Review Process

## We Listened

We started by talking to managers, supervisors and staff who have been through the process to understand your point of view

### WHAT DID WE HEAR?

Of the 295 comments received, the top three concerns were



Your input reinforced the **need for change** and provided focus for our improvement efforts

## We Learned

You are our partners in this process, so we used focus groups to get your ideas on what the issues were and how we could address them



Over **70 stakeholders** engaged

Collectively identified **40 process issues**

Developed **17 projects** to resolve them

Through collaboration, we developed a plan to make sure we **achieved our goals**

## We Improved

We established new internal standards and modernized our communications and technology to support the new process



**New Electronic Position Questionnaire**



**Better Information Management**



**Clear Time Frames and Expectations**

The reinvented approach includes all the tools that we need to **serve you better**

## We Commit

The modernized process will provide a more efficient and satisfying experience for everyone involved

**More efficient service delivery**

**Continued professionalism**

**A focus on continuous improvement**



Together we will ensure a **fair, effective, and open** process