

PY09 Incentive Fund Budget Modification

By: WIA Staff

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In the SWOT analysis prepared by the One-Stop Transition Consultant, an electronic customer satisfaction measurement device was recommended to gather and analyze data relevant to quality assurance processes and TQM processes. This simple, point of service handheld device enables customers to respond to a set of questions concerning their level of satisfaction with the services received at the One-Stops. The data is transmitted electronically and provides daily reports on the results.

The WIA Staff has done research on an electronic survey system with an estimated cost of \$5,350. By email vote on December 1, 2010 a Motion was brought forth to the Executive Committee to modify the PY09 Incentive Fund budget as follows to cover the cost of \$5,350. to purchasing an electronic customer survey system:

- Youth Consultant funds was budgeted for \$30,000, however the actual cost was \$26, 650, leaving a line item balance in the Incentive Budget of \$3,350;
- Research Analyst Computer was budgeted for \$2,000, however the existing computer has been upgraded and the purchase of a new computer is not necessary.

The motion passed by email vote.