

# Presentation Outline

- NEB Energy Oversight
- The Beginning: Policy on Results
- The Struggle: Departmental Results Framework
  - Performance Information Profiles
  - Logic Models
- A-Ha! Connecting the Management System
  - Processes and Systems
  - Governance and Reporting
- The Future: Integrated Management System

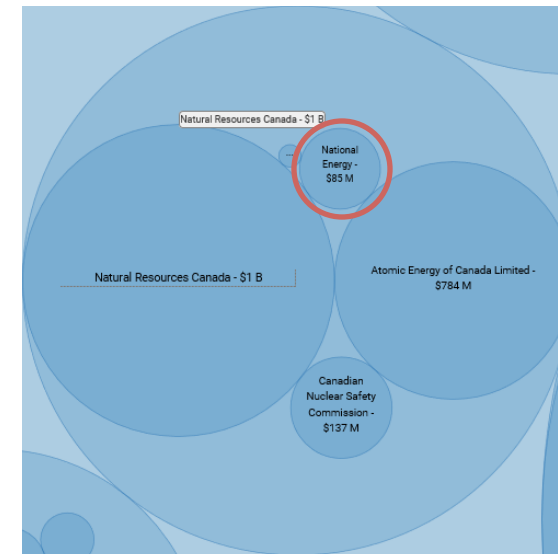
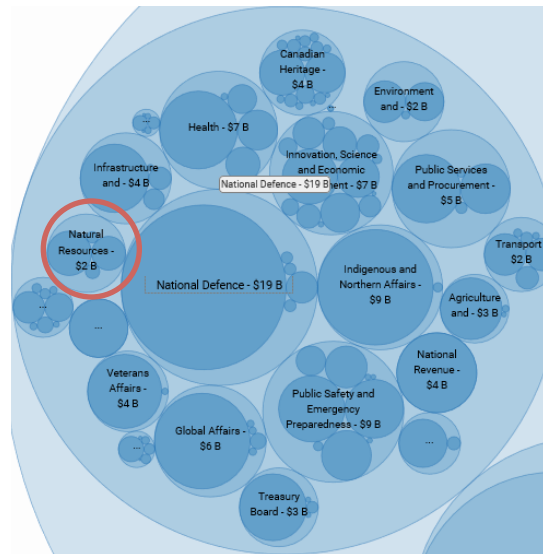
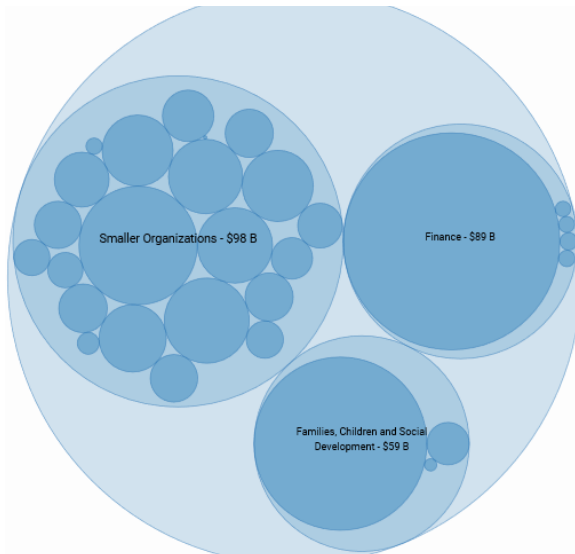
# NEB Energy Oversight



We regulate pipelines, energy development and trade on behalf of Canadians in a way that protects the public and the environment while supporting efficient markets.

We work in a way that demonstrates our commitment to the Values and Ethics Code for the Public Sector, regulatory excellence, exemplary leadership, continuous improvement, and an emphasis on the prevention of harm to better serve the public interest.

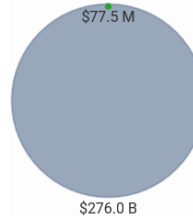
# NEB Energy Oversight



**Funds used: 84,616,818**



**Number of staff: 474**



Source: InfoBase

# The Beginning



## NEB Transformation

- Regulatory Excellence
- Management Excellence



## Policy on Results

- Small Departments
- Requirements

## Org Structure

- Aligned with Mandate and Responsibilities



## DRF Structure

- Core Responsibilities
- Programs



## Reference Manuals

- MSM
- BMOM



## Governance

- PMEC (CEO)
- Program Officials
- HoPE

# DRF Implementation



Deliverology

DRF

PIP

HoE

Core Responsibilities

PMEC

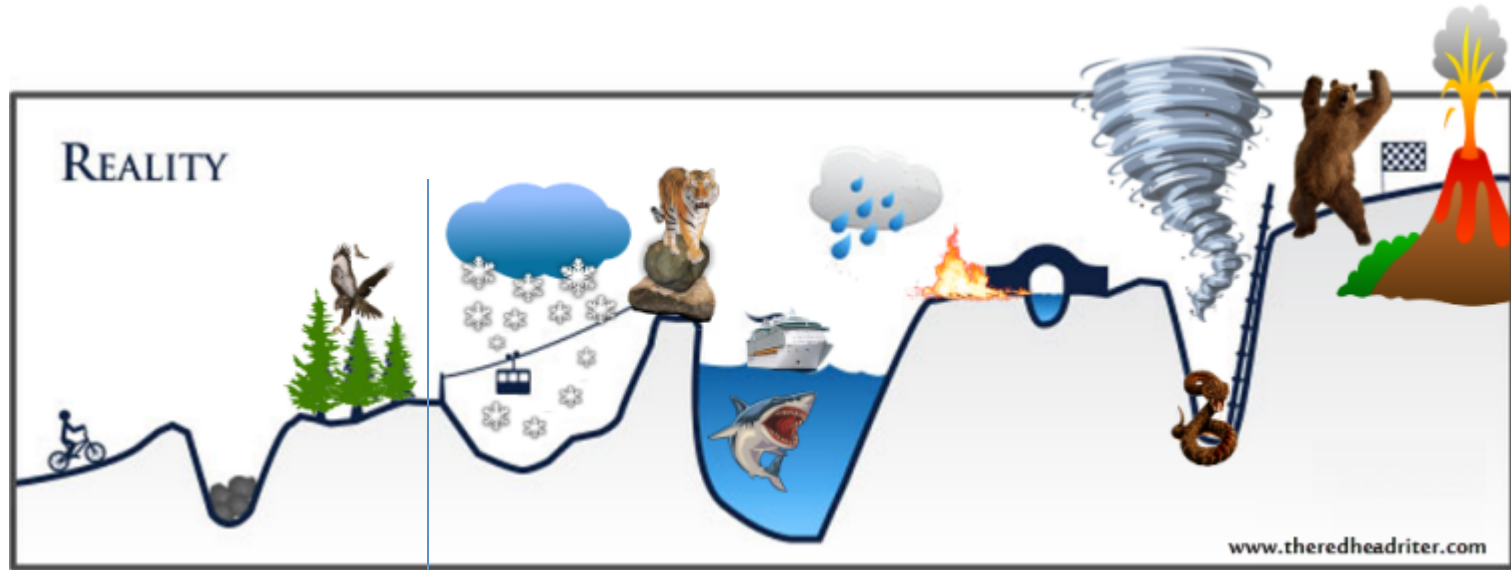
CRDO

Results

HoPE

HoP

# DRF Implementation



**DRF, PI, PIPs**  
**DRF Governance**  
**PMEC ToR**

**Financial structure**  
**Methodologies for indicators**  
**Data sources**  
**HoP and HoE, CRDO, PO**

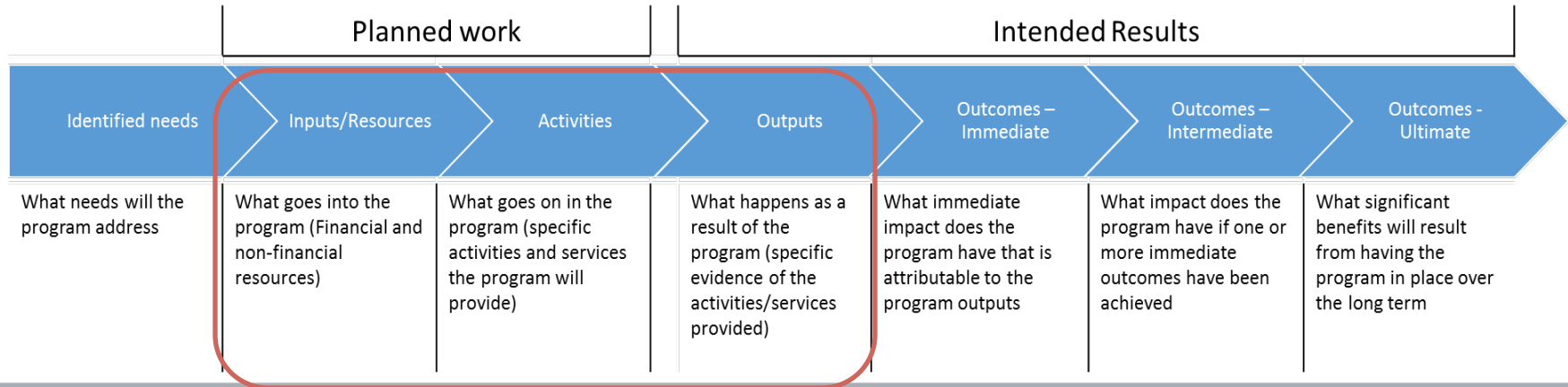
**Departmental Plan**  
**Test performance indicators**  
**Review process**

# The “A-Ha” moment

- Process management – QMS
  - Inputs-> Activities -> Outputs
  - Plan-Do-Check Adjust

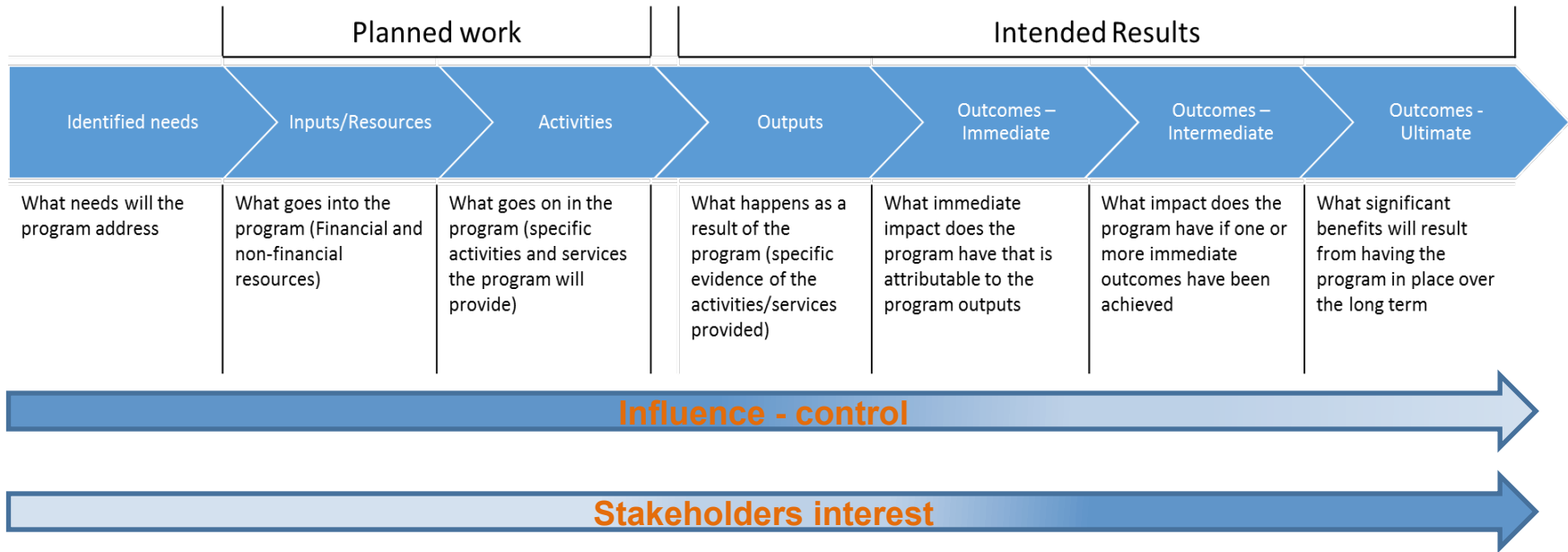
- DRF – Resources and Results
  - Resources-> Programs-> Outcomes
  - Performance Review

- Logic model
  - Inputs-> Activities -> Outputs -> Outcomes



# The “A-Ha” moment

- Logic model
  - Inputs-> Activities -> Outputs -> Outcomes





# The “A-Ha” moment

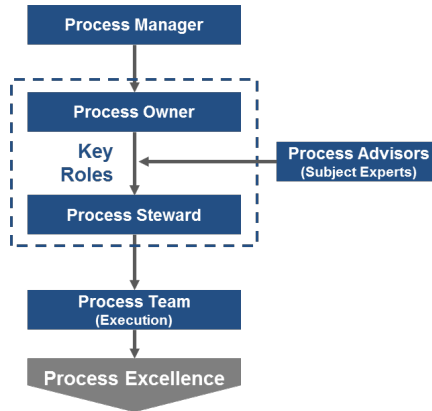
- Programs -> Processes

Attributes	Program...	...vs. Process
Focus	Outcomes	Single Output or Objectives
Scope	High-level; evolving; cross-functional	Specific; bounded; narrow
Timescale	Long-Term, on-going	Finite, clear start and end
Adaptability	Dynamic; responsive to external contexts	Repeatable; ideally is identical every time
Oversight	EVPs/ Program Officials	Managed as part of a program by Process Owners/ Stewards
Business Contribution	Fulfilling Core Responsibilities and NEB Results	Efficient and effective activities and tasks
Measures	Defined Outcome Indicators/ Results	Quality Controls

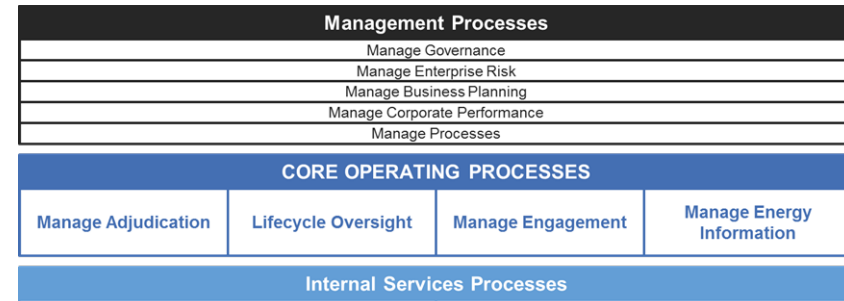
# Management System Implementation

- Governance

Process Accountability  
Authority and Decision Making



- Processes and Systems

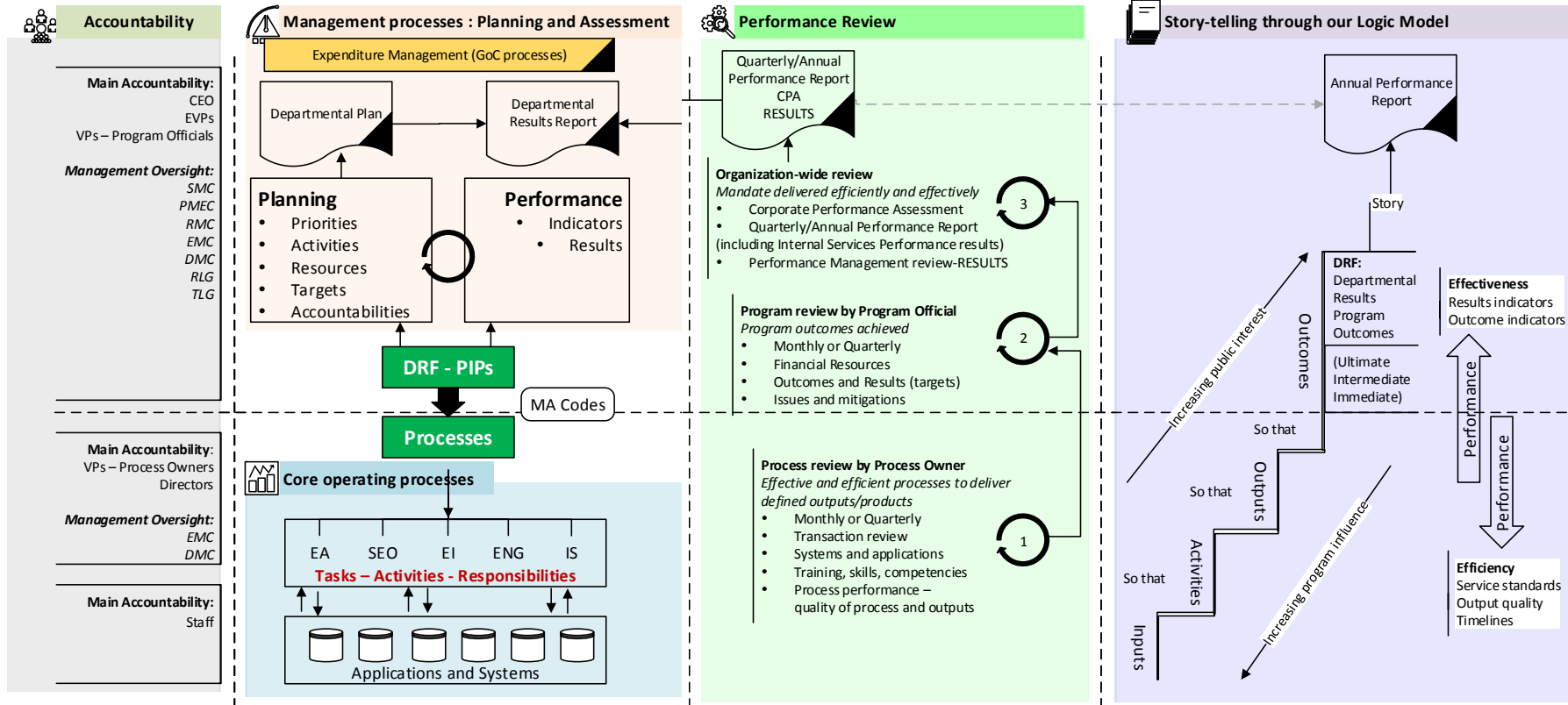


- Plan Do Check Adjust
  - Review performance
  - Identify gaps and opportunities
  - Correct course of action



# The Future

## • Integrated Management System



# Lessons Learned

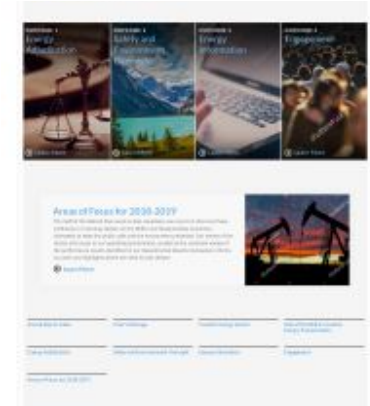
- Engage senior management from the beginning
- Allow time to consult with staff
- Engage TB analysts
- Use logic models
- DRF is a part of the management system

# Performance Reporting

Annual Report – Oct

Departmental Results  
Report – Nov

Annual Performance  
Report - June



National Energy  
Board



Office national  
de l'énergie

[www.neb-one.gc.ca](http://www.neb-one.gc.ca)

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