

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

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

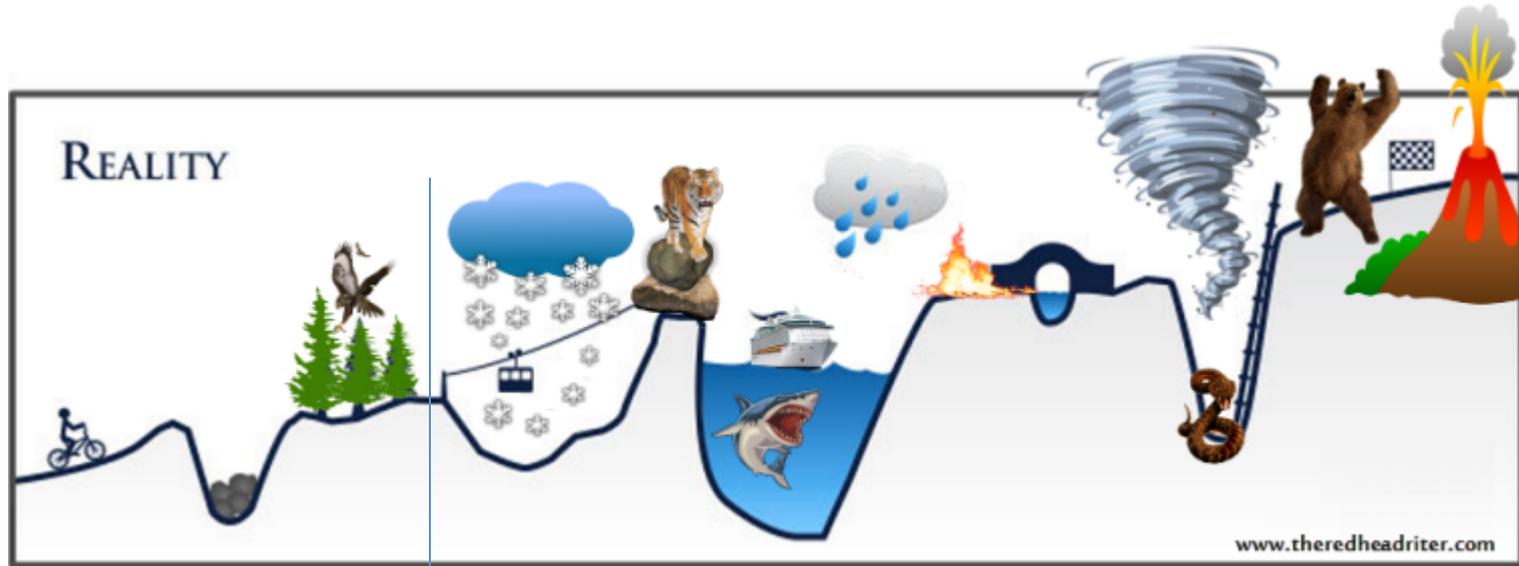
DRF Implementation



Deliverology **DRF** **PIP** **CRDO** **HoE** **HoPE**

Core Responsibilities **PMEC** **Results** **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

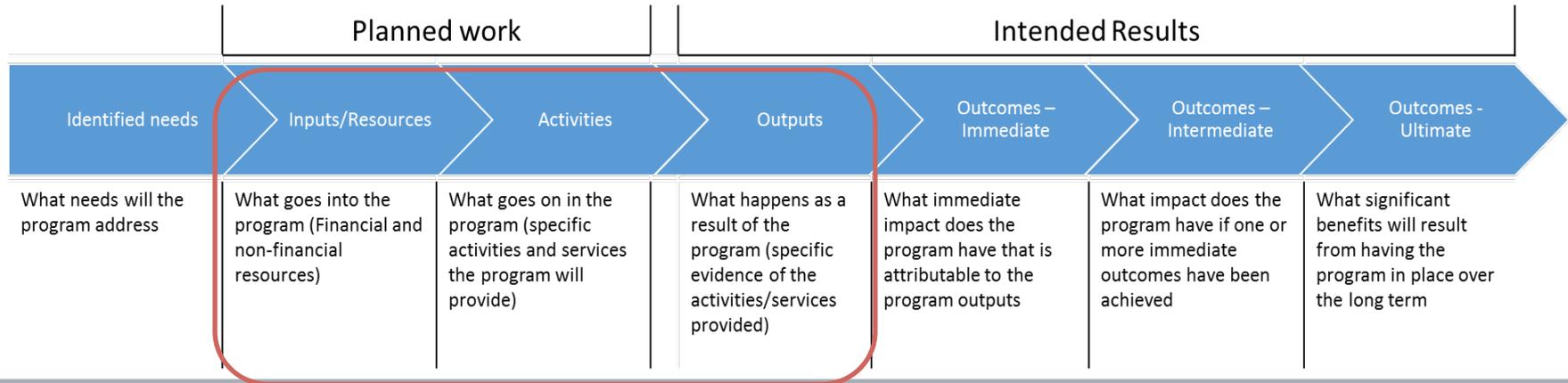
The “A-Ha” moment

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

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

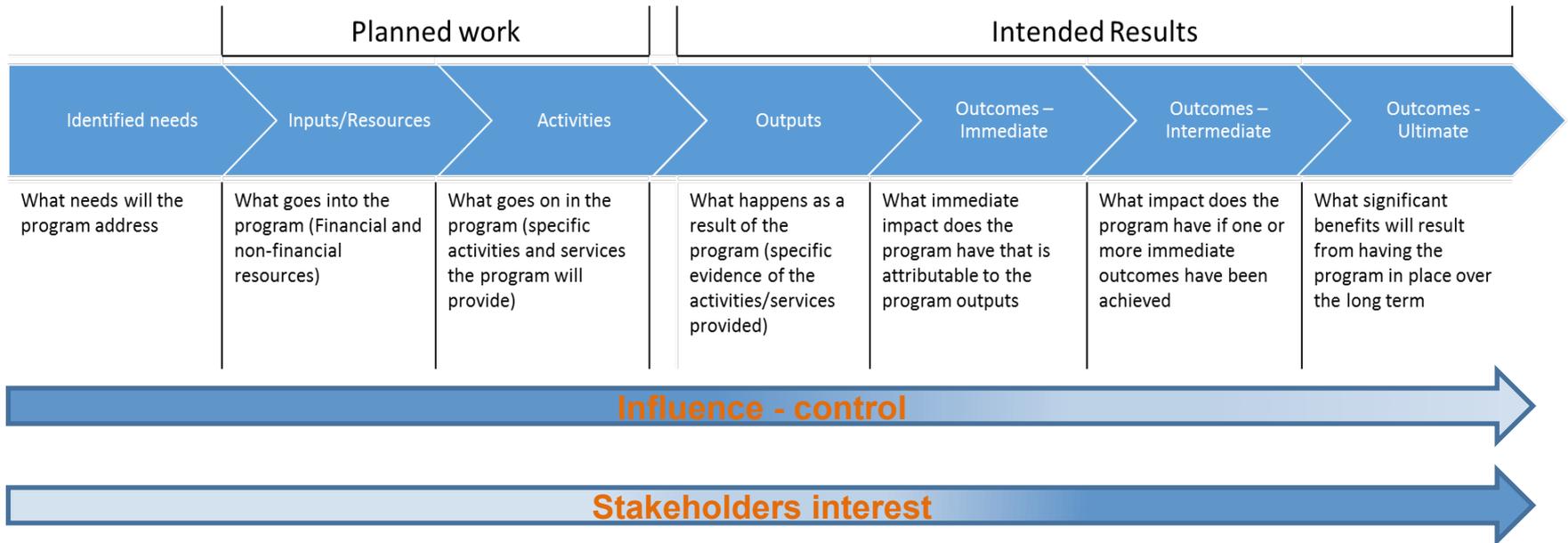
- Logic model

- Inputs-> Activities -> Outputs -> Outcomes



The “A-Ha” moment

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



The “A-Ha” moment

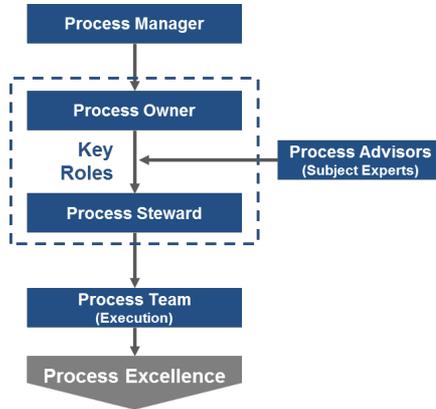
- Programs -> Processes

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

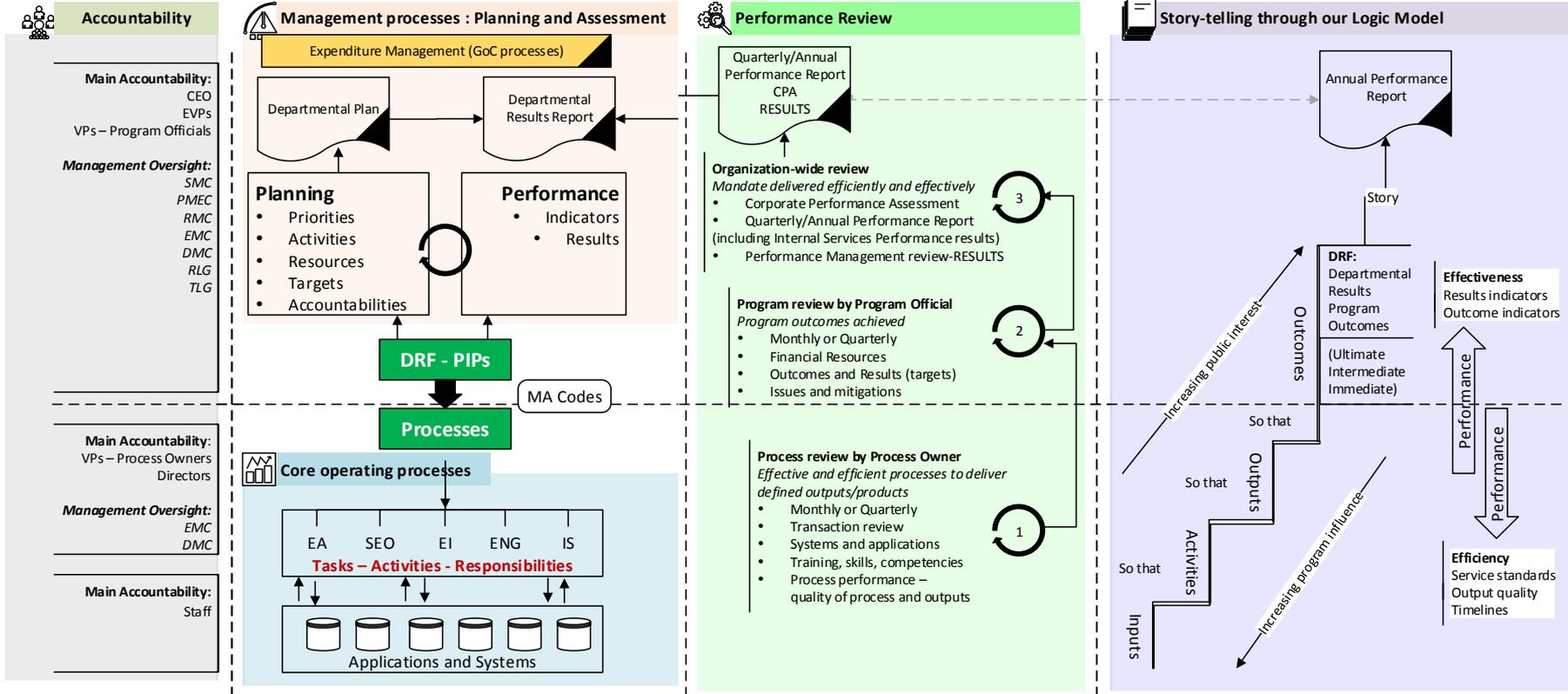


- Plan Do Check Adjust
 - Review performance
 - Identify gaps and opportunities
 - Correct course of action



The Future

- Integrated Management System



Lessons Learned

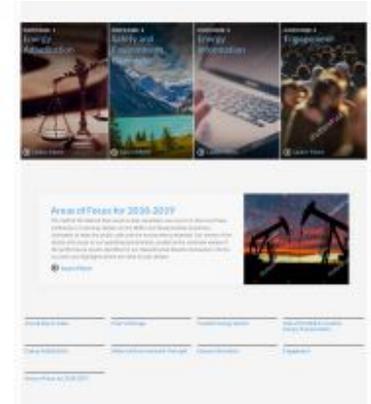
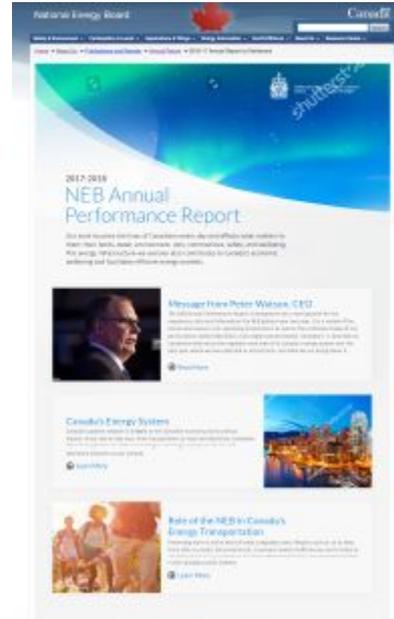
- Engage senior management from the beginning
- Allow time to consult with staff
- Engage TB analysts
- Use logic models
- DRF is a part of the management system

Performance Reporting

Annual Report – Oct

Departmental Results
Report – Nov

Annual Performance
Report - June



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Board



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