History of Tier Board Development at King County
(as told by some PSB staff)
Leadership transitions organizational performance measures from quality, cost, delivery, safety, and morale (QCDSM) to People, Cost, Service

2017

Leadership establishes tier board stabilization criteria

Tier Board Stabilization Criteria
1. Two to four measures have been developed in each area of focus (people/employees, service/s, cost) => 6-12 measures per department
2. Each metric should include a baseline (historical actuals), target, and a current actual
3. Measures should be actionable and time bound (e.g., not annual measures)
4. Measures that aren’t meeting the target should have an action or countermeasures plan noted and visible
5. A physical tier board exists for every department

Tier 5 & 4 boards stabilize based on established criteria

Check & adjust 2.0: Exec Rounding process map and standard work

2018

Tier Board & Rounding Guidebook Released

Key Terms
People – focuses on employees and workforce. It reflects how well our team members are fully engaged in their work
Cost – focuses on financial health and cost of our programs. It reflects how well we are reducing our rate of cost growth, and improving our financial health
Service – focuses on both customer service and services we provide. It reflects how well we are providing our customers what they need, when they need it, and how they want it

History of Tier Board Development at King County (con't)

(as told by some PSB staff)