

# North Carolina's Environmental Management Framework

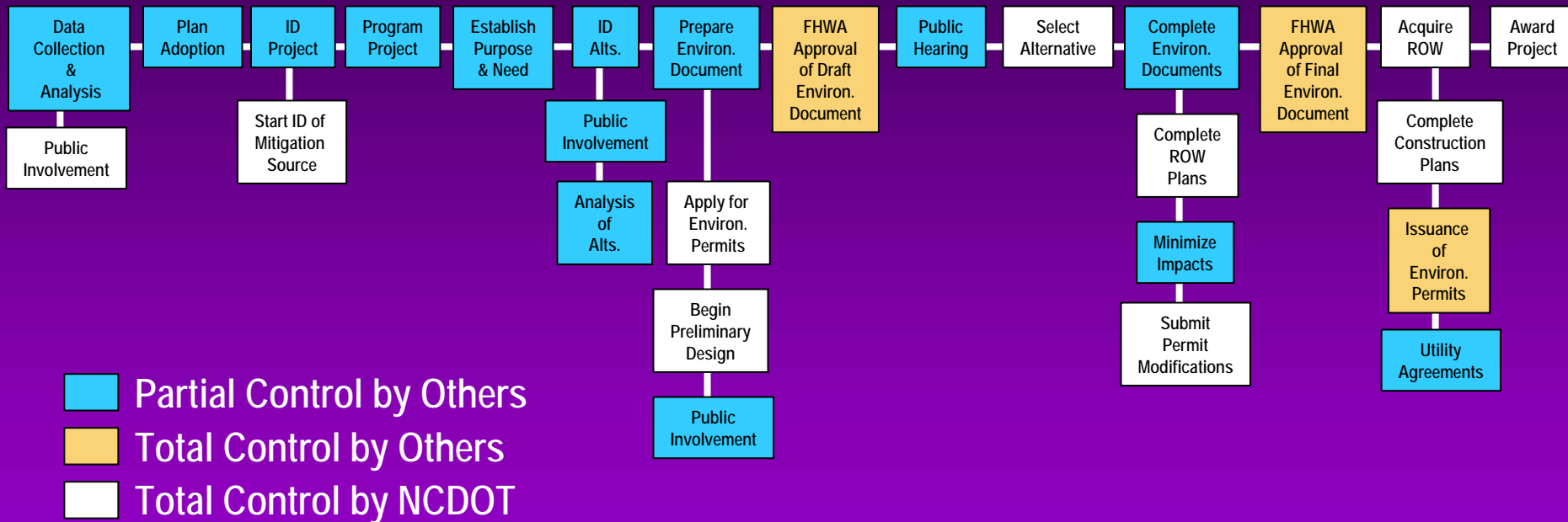
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# Purpose

- Importance of managing environmental change
- EMS framework for NCDOT

# Transportation Decision-Making Process

*Systems Planning* ✦ *Identify Concept* ✦ *Identify & Analyze Alternatives* ✦ *Document & Design* ✦ *Decision to Construct*



Goal: To ensure a transportation improvement meets need in the least environmentally damaging practicable way

# The Mission

Excellent  
Transportation  
Organization



Environmental  
Stewardship &  
Streamlining

To deliver our  
transportation program  
with predictability  
of cost and schedule  
without compromising  
the quality of the  
environment

# Baldrige Criteria

- Leadership
- Strategic Planning
- Customer Focus
- Information and Analysis
- Human Resources & Training
- Process Management
- Business Results
- Trusting Partnerships\*

# Leadership

Examines how senior executives guide the organization and how the organization addresses its responsibilities to the public and practices good citizenship

# Strategic Planning

Examines how the organization sets strategic directions and how it determines key action plans

# Customer Focus

Examines how the organization determines requirements and expectations of customers



# Information and Analysis

Examines the management, effective use, and analysis of data and information to support key organization processes and the organization's performance management system

# Process Management

Examines aspects of how key production/delivery and support processes are designed, managed, and improved

# Human Resources & Training

Examines how the organization enables its workforce to develop its full potential and how the workforce is aligned with the organization's objectives

# Business Results

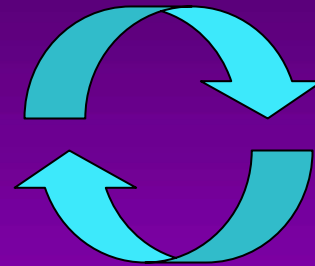
Examines the organization's performance and improvement in its key business areas: customer satisfaction, financial performance, human resources, supplier and partner performance, and operational performance

# Trusting Partnerships

Examines an organization's effectiveness at developing and maintaining partnerships with the purpose of establishing and achieving common goals

# Organizational Excellence

- Leadership
- Planning
- Information & Analysis
- Process Improvement
- Human Resources & Training
- Trusting Partnerships



- Results
- Customer Satisfaction

# Summary

- Strategic management of environmental change
- Framework ensures that environmental ethic is comprehensive, measurable and business-results focused

