North Carolina’s
Environmental Management Framework

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Purpose

• Importance of managing environmental change
• EMS framework for NCDOT
Transportation Decision-Making Process

**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