

Board of Directors' Meeting of September 29, 2009 Website Summary

2010 Corporate Objectives and Performance Measures – Preliminary

Decision

The Board of Directors approved the preliminary 2010 corporate objectives and performance measures.

Rationale

WCB corporate objectives provide the right focus for WCB to achieve the organization's vision of a safe, healthy and strong Alberta. The performance measures selected each year place emphasis on the key processes and results that have a significant impact on customer's outcomes and organizational performance. The measures chosen are both meaningful to external stakeholders and to WCB staff. Achievement is a challenge yet within our control.

In 2010, WCB will continue to focus on ensuring effective return to work outcomes and the high quality of its decision communication. These two measures provide a return to work focus balanced by our commitment to open and clear communication.

A significant key to WCB's ongoing organizational success is its focus on clear, specific and relevant corporate objectives. This is heightened by the effective use of the goal sharing program to enhance that focus. This results in significant, measurable and quantifiable business improvements for stakeholders.

The preliminary 2010 corporate objectives and performance measures are set out below. Final baseline measures will not be available until 2009 year-end results have been concluded. Targets will be finalized at that time.

2010 Goal Sharing Objectives and Performance Measures - Preliminary	
Strategic Objectives	Performance Measures
Focus on Return-to-Work (RTW)	Through timely service interventions, maintain 2009 performance by managing return-to-work outcomes on cases lasting longer than 3 months to an active claim count of XXX cases.
Commitment to Fairness	Deliver superior customer service by achieving a quality score of 85% on key decision communication letters.
Leveraging Prevention	Increase the number of Partners in Injury Reduction (PIR) companies covered by a Certificate of Recognition (COR) by X %.
Financial Stability	Through operational initiatives achieve: <ul style="list-style-type: none"> ▪ Transaction year claim costs that do not exceed the 2010 budget by more than 5%. ▪ 95% of the premium revenue target set for 2010