

### **COURSE III. Planning and Budgeting for Elections & Voter Registration**

(1½ days, 9 hours of instruction)

This course links the skills and knowledge of effective planning and budgeting techniques to Total Quality Improvement for Elections and Voter Registration.

#### I. Introduction to Total Quality Improvement

- A. Commitment to customer-driven quality
- B. Employee participation in quality improvement
- C. Commitment to continuous improvement - performance measures
- D. Future orientation: goals - objectives - programs

#### II. Strategic Planning and Total Quality Improvement

- A. Environmental scanning - competition/cooperation
- B. Forecasting
- C. Scheduling
- D. Risk analysis
- E. Goals - objectives - functions - activities

#### **Exercise: Integrating Strategic Planning with Total Quality Improvement**

#### III. Budgeting for Total Quality Improvement

##### A. Technical aspects

1. The budget cycle
2. The accounting cycle
  - a. Fund accounting
  - b. Control
  - c. Information

3. Purchasing

B. Management aspects

1. Budget types and emphasis

2. The budget process - top-down or bottom-up

3. Link the budget to the accounting system

C. Benchmarking

1. "Best practices"

2. Performance measures

3. Streamlining

**Exercise: Integrating Planning and Budgeting with Total  
Quality Improvement**