



Operational Framework – Exceptions Reporting

**Getting the Right Information to the
Right People for Decision Making**

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Exceptions Reporting

- Identifying big ticket items for decision making
- What is being done to fix them
- Simple, pragmatic, outcome focused
- All business areas
- Governance to support
- Bad news
- Supporting documents
- Minutes & Agenda



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Elements of Exceptions Reporting

Business Area	Business Activity	Issues Identified	Actions Required	Owner	Resolution Date	Progress
					Mar-2009	R
					Jun-2009	A
					Closed	G



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Implementation

- Board & Executive Leadership first
- Manual process
- Owner
- Accessible
- Governance
- Feedback
- Issues Management into organisation
- Escalate from issues management



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Questions



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