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Managing Water in the West

Reclamation Meeting on *Managing For Excellence:* Overview of Relationships with Stakeholders and Other Customers Functional Area

Salt Lake City, UT
September 19-20, 2006



U.S. Department of the Interior
Bureau of Reclamation

Relationships with Customers and Other Stakeholders

Background

- **Reclamation strives for good customer relations**
 - Maintain successful relationships
 - Improve some relationships
 - Build new relationships
- **More communication is needed**
 - Greater transparency in how, why and what we do



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Relationships with Customers and Other Stakeholders

Objective

- **Strengthen relationships with customers and other stakeholders through:**
 - Improved communication and coordination
 - Improved transparency regarding Reclamation policies



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Relationships with Customers and Other Stakeholders

Areas of Focus

- **Interactions with Customers and Other Stakeholders**
- **Communication of Policies**



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Interactions with Customers and Other Stakeholders

Good relationships rely on:

- Availability of information about programs and proposed activities
- Regular participation
- Incorporation of received feedback

Goal: Improve communication and coordination with customers and other stakeholders

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Interactions with Customers and Other Stakeholders

Action Item 1: Strengthen interactions with customers and other stakeholders

- Develop processes outlining when and how to gather stakeholder input
- Develop standards outlining topics and frequency for interaction with stakeholders
- Identify mechanisms for regularly seeking customer feedback and how that feedback should be used.

Initial recommendations due from this Team by November 2006

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Communication of Policies

Reclamation policies may seem elusive because:

- Restricted access to Reclamation Policies
- Policy development process sometimes unclear

Goal: Improve transparency regarding Reclamation policies



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Communication of Policies

Action Item 2: Ensure manuals, policies and directives and standards are readily available on the Internet

A screenshot of a Microsoft Internet Explorer browser window displaying the "RECLAMATION Managing Water in the West" website. The page title is "Reclamation Manual". Below the title, there is a section titled "What is the Reclamation Manual?" which defines it as a collection of policies, directives, and standards. The page also features a sidebar with links to "Reclamation Home", "Regional Offices", "Bureau Library", "Databases", "Programs & Activities", and "Reclamation Manual". At the bottom of the page, there is a "Footer" section with links to "Water Operations", "U.S. Department of the Interior", and "Privacy Statement".

<http://www.usbr.gov/recman/>

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Communication of Policies

Action Item 3: Revise Reclamation's centralized policy development process

Three Reclamation Manual (RM) documents issued:

- **Mandatory Reclamation-wide Requirements and the Directives System (the Reclamation Manual)**
- **Managing the Reclamation Manual**
- **Request for Waiver from a Reclamation Manual Requirement and Approval/Disapproval of the Request**

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