

CYCLE OF PERSONAL OWNERSHIP

JULY 2019 WINNER



CHELAN COUNTY

ALEX BURKARD

Human Resources asked Alex to review a contract for services. We thought this was a pretty straightforward review of a boilerplate contract. However, Alex identified several potential risk concerns. She persevered with the vendor despite difficulties connecting and getting responses to questions and concerns she identified. When the vendor was not willing to make some of the amendments suggested by Alex, she explained the decision alternatives and risks presented and turned the decision-making over to her client department about whether the risks were at an acceptable level. Once those decisions were made, Alex followed through and got the agreement signed by the performance plan deadline. Alex exhibited CPO accountability by critically evaluating contracting risks that were not immediately apparent when reviewing the agreement and providing excellent customer service when instead of forcing an outcome she provided an available alternatives analysis sufficient to enable the client department to make an informed risk decision.