What is a journey towards excellence?

Why Baldrige?

How did the journey benefit the City and the Community?
Why Pursue the Malcolm Baldrige Award?

**Customer/Community Focus:** Pursuing excellence starts with the needs, expectations and satisfaction of the customer. For the City, the customers are residents, businesses and overall community expectations of service.

**The Baldrige Excellence Framework** is International Best Practice Criteria: Applicants for the Malcolm Baldrige National Quality Award (both from those who have received the designation and those that haven’t) say the Baldrige evaluation process is one of the best, most cost-effective, most comprehensive performance assessments your organization can find.

**The Feedback Report:** The City receives a detailed, individualized, written assessment of the organization's strengths and opportunities based on the Baldrige Award application. The feedback report is compiled by a team of Baldrige Examiners who have extensive training in the Baldrige Excellence Framework and are experts in their sector/industry. Read the most recent report…..**and check out our OFIs!**
External Feedback and Examination

OFI’s OPPORTUNITIES FOR IMPROVEMENT

28 + 32 + 36 + 34 + 37

FOOTHILLS & TIMBERLINE PEAK BALDRIGE 2015 BALDRIGE 2016 BALDRIGE 2017

167 TOTAL

ONE KEY RESULT: CITY STRATEGIC PLAN
Our Journey Continues

2005
- First BFO Cycle
- Created Vision

2010
- Submitted CPEx High Plains Level
  - Developed CAT Teams

2011
- RMPEx Foothills
  - Developed & implemented Performance Measurement Processes

2012
- Achieved RMPEx Timberline Award
  - Developed Leadership System

2013
- Achieved RMPEx Peak Award
  - Developed and implemented Strategic Planning Process

2014
- Submitted 1st Baldrige Application
  - Developed monitoring processes (Monthly Financial Report, QSAR & Strategy Map Review)

2015
- Submitted 2nd Baldrige Application
  - 1st Site Visit

2016
- Submitted 3rd Baldrige Application

2017
- Shared Our Story
- Work on OFI's

2018
Benefits

Community

- Effective high performing government
  - Strategic Planning / Budgeting / Metrics
- More intentional focus on the desires of the community
  - Customer segments
- Focus on the needs of the business community
  - Business Engagement Plan

City Organization

- Focus on staff engagement
  - Improved engagement survey process
- Process Improvement
  - FC Lean
- Volunteer Program improvement
  - Hired a volunteer program manager in 2014

Systematic and enterprise-wide approaches
THANK YOU!

https://www.fcgov.com/excellence/