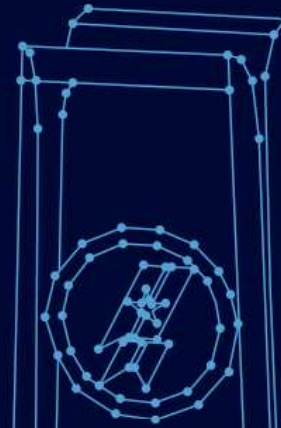




# JOURNEY TO EXCELLENCE



*What is a journey  
towards excellence?*

*Why Baldrige?*

*How did the journey  
benefit the City and  
the Community?*



**Malcolm Baldrige**  
National Quality Award

2017 Award Recipient

## 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

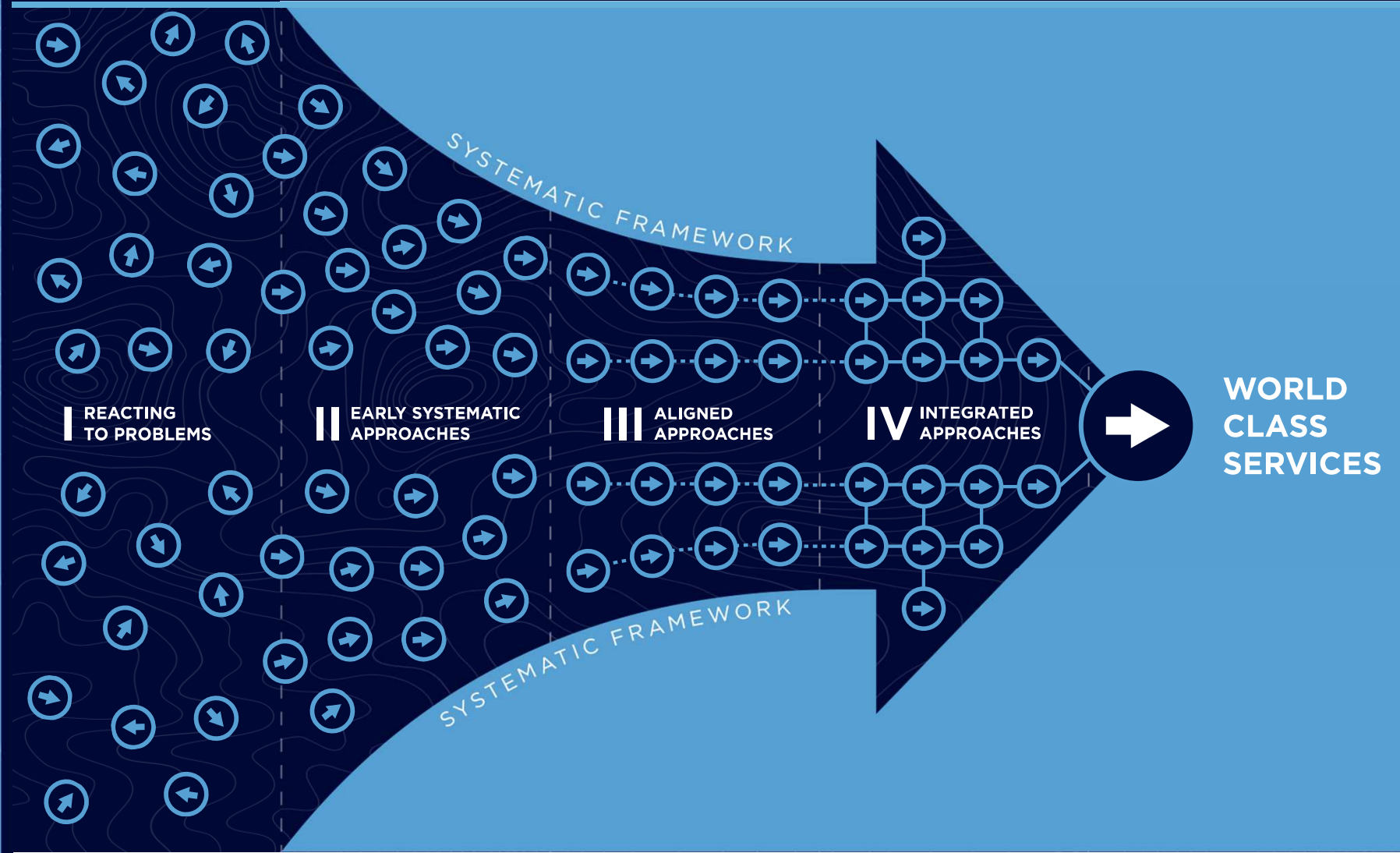
BALDRIGE  
2017

167 TOTAL

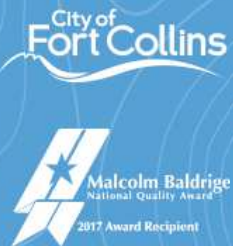
ONE KEY RESULT:  
CITY STRATEGIC PLAN



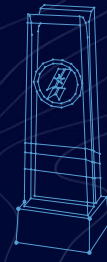
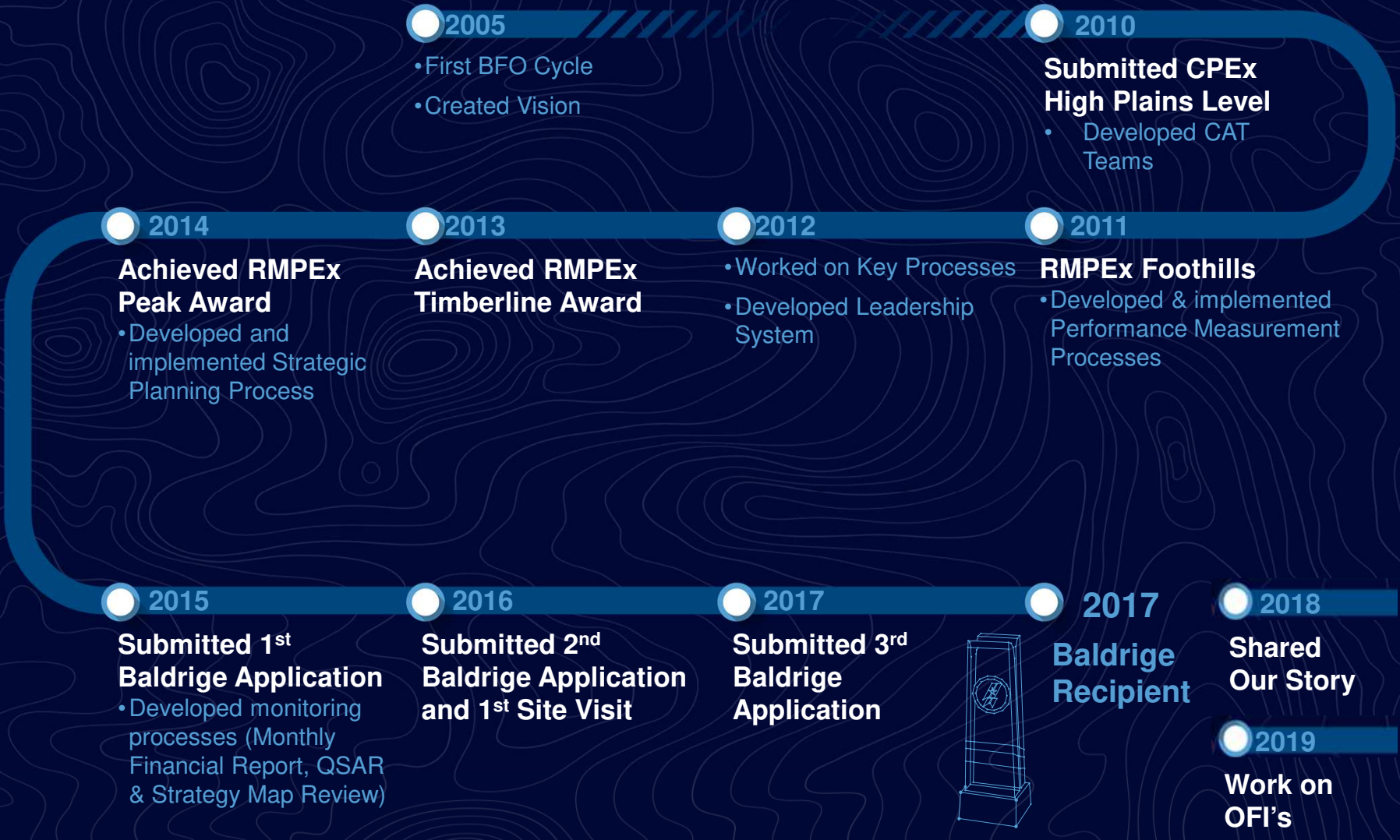
## Journey Towards Excellence + Baldrige = Creating Alignment







## Our Journey Continues



## 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/>