



CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM  
**FL<sup>2</sup>STAT- our approach to exponential improvement**

# Structural Innovation Division - ISO 9001 Implementation Update

November 17, 2015





# CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

## Structural Innovation Team





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### Major Projects

- *Fast Forward* and *Press Play* Implementation
- Commission Annual Action Plan (Priorities for FY16)
- FL<sup>2</sup>STAT and Cylinder Team Facilitation
- Department Business Plans
- Performance Management
- Strategic Software Administration
- Benchmarking
- Neighbor Survey
- Process Improvements
- Digital Signage
- What Works Cities (Bloomberg Philanthropies)
- ICMA, National League of Cities, Institute of Industrial Engineers
- ISO 9001 Certification





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### Agenda

- ISO 9001 Certification Purpose and Benefits
- FL<sup>2</sup>STAT – Our Approach
- Progress
- Key Themes
- Next steps
- Q/A





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### What is ISO 9001?

- International Organization for Standardization (ISO)
  - ✓ ISO = Latin for “equal”
- **Management system** refers to how an organization manages processes, or activities, so products and services meet identified objectives, including:
  - ✓ Satisfying the customer's quality requirements; or
  - ✓ complying with regulations





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM Certification Purpose and Results

- Build a culture of quality
- Well defined/documentated procedures improve consistency
- Poor service is identified earlier and is corrected at a lower cost or prevented altogether
- Continual improvement



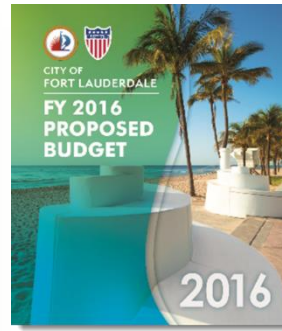
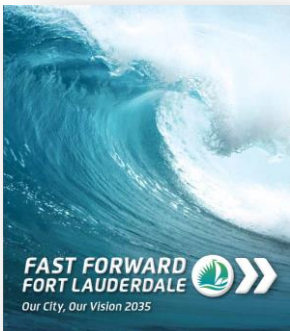


## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### FL<sup>2</sup>STAT

FL<sup>2</sup>STAT is how we:

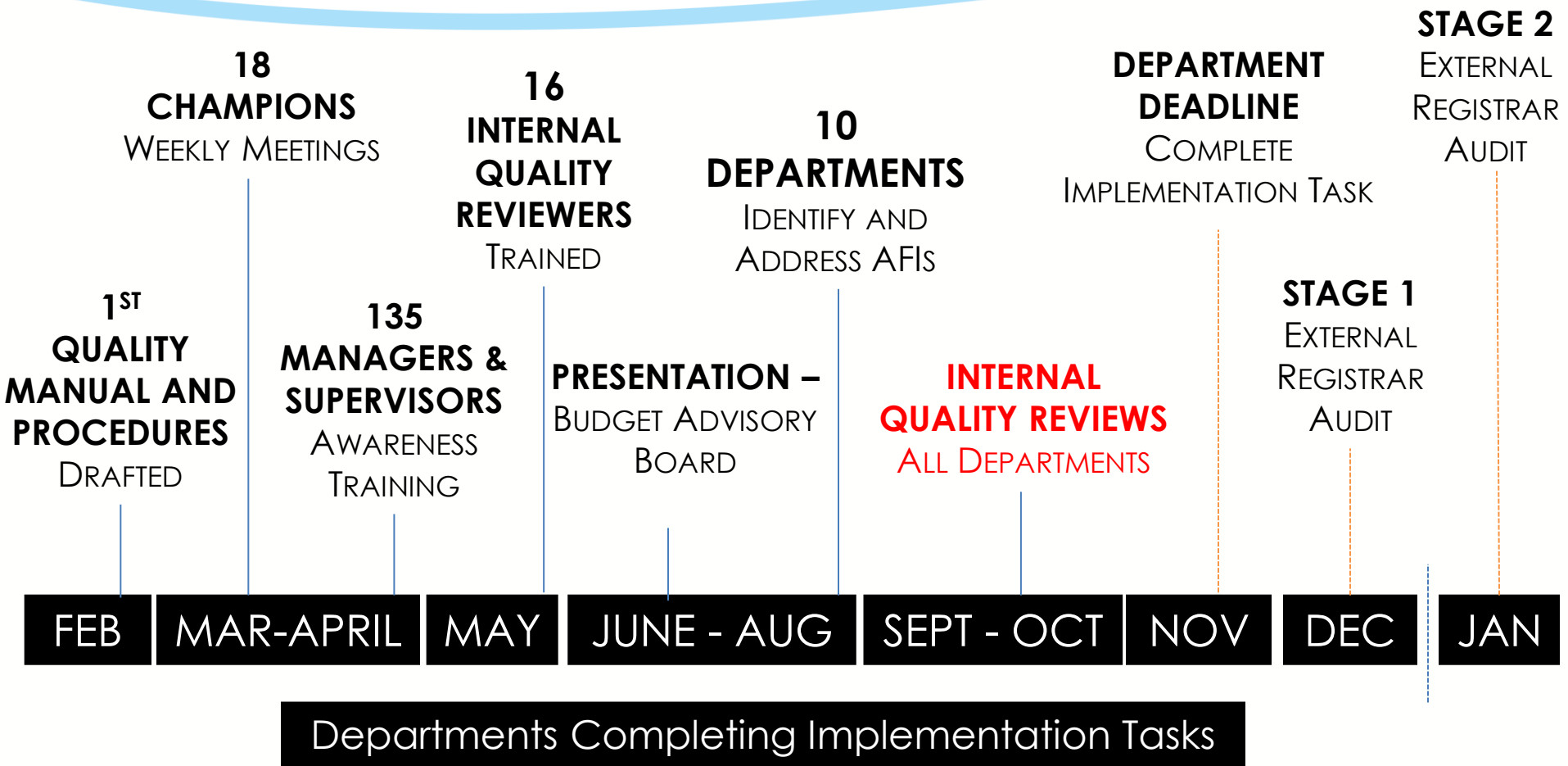
- Demonstrate **ability to consistently provide services that meets neighbor requirements;**
- enhance customer satisfaction through the effective application of the system, including **processes for continual improvement.**





# CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

## Progress to Date





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### Benefits – Complaint Management

- Implemented in May 2014 by Public Works Dept.
  - Onboarding departments with no complaint system

**77,274 entries**  
**94% Closure Rate**





## CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

### Benefits – Vendor Evaluations

- Working to develop methodology and procedure to track and document vendor/supplier performance
  - Foster “Win-Win” Relationships

**Vendors Identified: 358**





- Registrar Certification Audit
  - Stage 1: December 8 - 9
  - Stage 2: January 2016
- Continual Improvement





# CITY OF FORT LAUDERDALE STRATEGIC MANAGEMENT SYSTEM

## Benefits – Connection to “We Build Community”





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FL<sup>2</sup>STAT- our approach to exponential improvement

THANK YOU!

Questions?

