



**CITY OF FORT LAUDERDALE
City Commission Agenda Memo
CONFERENCE MEETING**

#15-1479

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: November 17, 2015

TITLE: ISO 9001 - Strategic Management System Update - Structural Innovation

Staff will provide a presentation on the implementation status of the ISO 9001:2008 standard certification process of the FL²STAT – Strategic Management System.

ISO 9001 is a set of quality standards helping guide over one million organizations in over 170 countries to ensure that quality is built into their management systems. These quality standards include a strong focus on meeting the expectations of customers (neighbors), providing high quality services through a process-centered approach, hiring and retaining engaged and mission driven staff (community builders), continual improvement, and involved leadership.

The City of Fort Lauderdale is in the process of certifying our strategic management system, FL²STAT, to the ISO 9001:2008 standard. FL²STAT is how the city manages our processes and activities so that we meet the City's long-term vision plan, *Fast Forward Fort Lauderdale*, the objectives established in the city's strategic plan, *Press Play Fort Lauderdale*, the Commission Annual Action Plan priorities, and the annual budget process. Additionally, FL²STAT is the City's method of analyzing our neighbor's requirements/expectations, identified through the annual Neighbor Survey.

The City's Community Building Leadership Team (CBLT) reviews identified areas for improvement and potential process improvements at monthly FL²STAT, Cylinder Team, and project team meetings. These meetings provide direction and feedback for our nine departments and over 2,400 community builders. The ISO 9001 certification is an opportunity to demonstrate the City of Fort Lauderdale's neighbor-centric focus and dedication to delivering high quality services. While the City hopes to complete the certification process by early 2016, FL²STAT is a continual effort and our approach to exponential improvement.

Resource Impact

The implementation team consists of existing community builders and the implementation tasks have been achieved on top of regular day-to-day operational work. As part of the FY2015 adopted budget, the City procured a consultant to assist in the implementation process.

As part of the FY2016 adopted budget, the City is in the process of procuring software to store and track implementation related documentation as well as recruit for an approved position that will assist in managing the management system.

Strategic Connections

This item corresponds to the *Press Play Fort Lauderdale Strategic Plan 2018* initiative included within the Internal Support Cylinder of Excellence, specifically advancing:

Goal 11: Be a well-trained, innovative, and neighbor-centric workforce that builds community.

This item advances the *Fast Forward Fort Lauderdale Vision Plan 2035*: We are United.

Attachments:

Exhibit 1 - ISO 9001 Implementation Overview

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