



# Structural Innovation Division

Presentation to City Commission

December 6, 2016



# Who We Are





# What We Do





# Accomplishment





# What is ISO 9001?

- International Organization for Standardization (ISO)
  - ✓ ISO is 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





# What is ISO 9001?

- 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





# Accomplishment







# Planning for the Future

## Updating the Strategic Plan

- To chart a course for the future which embodies what our City wants to become:

### **WE ARE CONNECTED.**

We move seamlessly and easily through a safe transportation system where the pedestrian is first.

### **WE ARE READY.**

We are a resilient and safe coastal community.

### **WE ARE COMMUNITY.**

We are a neighborhood of neighborhoods.

### **WE ARE HERE.**

We are an urban center and a vacationland in the heart of South Florida.

### **WE ARE PROSPEROUS.**

We are a subtropical City, an urban laboratory for education and business.

### **WE ARE UNITED.**

We are a strong and vibrant kaleidoscope of multi-generational cultures, ethnicities, and community partners.





# Press Play Fort Lauderdale Our City, Our Strategic Plan 2018

  
**12**  
**Goals**



  
**38**  
**Objectives**

  
**192**  
**Strategic  
Initiatives**

  
**157 Key  
Performance  
Indicators**



# Strategic Plan Update

- Over the next year, work to update the Strategic Plan
  - Provide roadmap to get us closer to Vision 2035
  - Process similar to Commission Annual Action Plan
    - Commission input and consensus building sessions
    - Management input and consensus building sessions
  - Presented to Commission for adoption in preparation for FY 2018



# Thank You

