

DeFuniak Springs City Council

Quality Training Workshop

October 13, 2009

The DeFuniak Springs City Council met in Workshop Session at 5:30 PM with the following members present: Mayor C. Harold Carpenter; Mayor Pro-Tem James Huffman; City Council Members: Wayne Graham and Henry Ennis; City Manager Kim Kirby and City Clerk Susie Campbell-Work. Council Members Don Harrison and James Coffield, as well as City Attorney Clayton Adkinson, were not in attendance.

CALL TO ORDER: Mayor Carpenter called the meeting to order. He announced that the item for discussion was Overview and Update on Quality Training.

QUALITY TRAINING, JEFF JONES:

City Manager Kim Kirby introduced the item. She thanked everyone for wearing their Quality Training shirts. She thanked Jeff Jones for being here tonight and for bringing the program to DeFuniak Springs.

Jeff Jones, Corporate Quality Director, thanked them for bringing the opportunity to DeFuniak Springs. He said it was a public/private partnership and enjoyed being a part of this.

Mr. Jones began by stating that 70% of the American workforce says their employer gets 50% or less of their effort. He said ultimately you are hiring twice as many people as you need. He said this is your challenge in the beginning. He asked how do they get that extra 50% of their effort. He said Quality for them is about 3 things: CPR (C) Culture, (P) Planning, and (R) Results. Mr. Jones said that if they do all three of these things, they will have great results.

Mr. Jones said the most important thing to remember is that you are paid to think. Secondly, they have been sharing the continuance improvement process. Also, they have discussed team dynamics and a lot about customer amazement. He said another message they focused on was how to amaze the City Council and the City Manager, etc.

He said that one thing that would be beneficial would be to transition from an external leadership to internal within the city staff. He recommended that the city officials come up with 5 to 6 strategic initiatives to work on throughout the year: bottom up. He said then the employees would come up with a few initiatives: top down. Together they can meet in the middle.

Mr. Jones asked if there were any questions. He said that he would be around for a while to answer any if needed.

Mayor Carpenter and Mrs. Kirby thanked Mr. Jones.

JANE SWIFT, CH2MHILL OMI:

She said Quality is a term that has a lot of meanings. She said for them it is the only way they do business. Almost a year ago she discussed with Sara Bowers about teams, how to build a stronger department.

Mrs. Swift spoke about brainstorming process and the approach of the team. She said that the team dynamic is contagious. When the team has their perspective recognized, they feel valued and want to share and continue their experience with others. Mrs. Swift said they want the residents to feel positive about their services so that they will continue to spend their money in the City, and convince people to move here. She said that as elected officials they know this as well as anybody that if the public is happy with saving money and being more efficient, then the credit will lie among the officials and the city residents will continue to vote in favor of them.

Mrs. Swift then spoke about the Leadership Summit. She said each year they recognize a client. She said this year's recipient of the award is Kim Kirby, City Manager. Mrs. Swift said she appreciates working with everyone in the City on this. She then presented Mrs. Kirby with the award. She said Bill Holloway accepted the award on Mrs. Kirby's behalf in Denver, six weeks ago.

Mrs. Kirby thanked everyone. She said the staff has embraced this and really great things have come from this. She accepted the award on behalf of everyone's effort.

Jane Swift said that she is glad to be a part of this team and is excited about the things coming up. She said after the first session a leadership quality training council was formed. They serve a 6 month term. Eventually every employee will have a chance to be a part of the council. She said the 7 individuals grew as a team and embraced the quality process. She said the first project was to define the mission statement. It took 4 months as a group to develop it. She said the employees are going to show their appreciation with a cookout that is to be held in November. Mrs. Swift said there are 16 quality improvement teams and all employees are a part of at least one team. One team, The Digital Dogs, reduced the amount of paper being used. One team saved \$2,000 for DeFuniak Springs. One team reduced redundant data entry. One team is working on an R & R project to recognize those who have gone above and beyond. One team is reducing the odor from the back of the truck. Mrs. Swift named a few more projects that would save money and make the City employees more efficient.

Mrs. Kirby said that they have presented an award to Jason O'Daniels for the sign that he designed for Lake Stanley Pier.

Mrs. Swift said that the amazing ideas that the 100 employees have, makes it really easy for them to continue. She added if they encourage creativity and involvement, they will get more bang for their buck. The last Friday of the month, employees wear their green t-shirts. It sparks team unity. She said that it is a walking billboard to show what they have learned.

Mrs. Swift presented the shirt and explained the meaning behind it: paid to think, 10 coins, and Exceed, Empower, & Enhance.

James Huffman said that the City of DFS should be on the back of the shirt as well. Mrs. Swift said that they have a second generation shirt that has something similar to that, but there would not be a problem to add that on their in the future.

The bottom line is better customer service. They have the people, are bringing them together, getting them the tools, and making it happen. She said the big thing will save them money.

Mrs. Swift presented the (ELC) Employee Leadership Council Mission Statement: "We will empower our leadership and citizenship to embrace future growth and opportunity while preserving our distinctive history. We will accomplish this by providing health and safety through municipal services, responsible planning for the future while preserving tradition, and involve the community with resources and knowledge to make informed decisions." She said she hopes the Council will embrace this mission statement like they do. Mrs. Swift then spoke about their slogans that were created early on in the Leadership Council: 3 P's- Partnership, Planning Preservation; DFS: Distinction, Future, Service; and Say Yes to DFS!

James Huffman complimented the staff. He said that he already thought that we have the best staff ever and if they get better...

Mrs. Kirby thanked Jane Swift for all that she has done. She said that Mrs. Swift gets everyone pumped up, and she is their cheerleader.

Mayor Carpenter added to the CPR they spoke about in the beginning of the presentation; Mayor Carpenter said POD: Plan, Organize, and Direct. He said it goes along well with their Culture, Planning, and Results.

Wayne Graham asked if they could get a snap shot of the plans and ideals so the Council can view them. Mrs. Swift said it would be in their packet. Jeff Jones added that it would be great for feedback from the leadership. Mrs. Swift said the feedback would open the door to better things.

Mrs. Kirby said it is cross departmental and cross ranked. It is a mix. She said it has been amazing to see what has come out of this.

James Huffman asked who he gives his suggestions to. Mrs. Swift said that he could give it to her. Mrs. Swift asked if there were any other questions or comments.

Greg Scoville asked if there was significance to the drop shape to the award. Brief discussion took place.

Wayne Graham thanked them. Mayor Carpenter thanked everyone for their presentation and thanked Jeff for his hard work. Mrs. Kirby thanked the Council for coming tonight and taking interests in Quality Training.

There being no further business, Mayor C. Harold Carpenter adjourned the meeting.

ADOPTED this 23rd day of November, 2009

C. Harold Carpenter

C. Harold Carpenter, Mayor

ATTEST:

Elizabeth S. Campbell-Work

Elizabeth S. Campbell-Work, City Clerk