



## Request for City Council Committee Action from the Department of City Coordinator

Date: December 3, 2007  
To: Council Member Paul Ostrow, Chair, Ways and Means/Budget

**Subject: Business Process Improvement Professional Services Request  
for Proposal**

**Recommendation: That upon approval of the Request for Proposal (RFP) by the  
Permanent Review Committee (PRC), the City Coordinator is  
requesting authority to issue said RFP for the Business Process  
Improvement Professional Services.**

**Previous Directives: None**

Prepared by: Jodi Molenaar-Hanson, Management Analyst, 673-3188 Approved by: Steven Bosacker, City Coordinator _____ Presenters in Committee: Jay Stroebel, Director Planning and Management, 673-3241
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### Reviews

- Permanent Review Committee (PRC): Approval Pending Date November 29, 2007

### Financial Impact

- No financial impact
- Action is within the Business Plan

### Community Impact

- City Goals

### Supporting Information

In response to the 2006 City of Minneapolis employee survey, the business process improvement initiative was kicked off in 2007 to address the increasing demands in the work place and rising expectations from customers of the City. In this environment, continuous improvement is not an option, but a necessity. This initiative will provide employees with the tools, techniques, and opportunities to improve our processes and products; thereby helping manage increasing work demands and customer expectations.

The goals of the business process improvement initiative are to:

- Improve the understanding of how the City works, the “products” produced as a result of this work, and customer’s expectations of those products
- Engage City employees to get their innovative ideas on improving City processes
- Examine the way we work to find better ways to get the work done
- Streamline processes to decrease complexity and eliminate redundancies, bottlenecks, and unnecessary steps
- Talk to the customers to find out ways to improve the products and services they use
- Build in continuous improvement as part of the City culture

The City of Minneapolis City Coordinator department is looking for professional services from qualified companies in the area of business process improvement. This includes providing training workshops to develop City employee skills, using proven tools and techniques, so they may apply those skills in improving the City’s business processes and to put more focus on the customer experience. While much of the business process improvement training is occurring in-house, the City Coordinator is also requesting consulting services, as needed, to expand and improve the business process improvement initiative. Depending on the results of these services, the program may be modified for future application and expansion.

Pending approval from the Permanent Review Committee (PRC), Council approval of the RFP is requested.