



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

Date: January 18, 2008
To: Council Member Paul Ostrow, Chair, Ways and Means/Budget

Subject: Agreement for Business Process Improvement professional services between City Coordinator's Office and the Change and Innovation Agency.

Recommendation: That the City Coordinator's Office be authorized to negotiate and execute contracts effective until December 31, 2008 with the Change and Innovation Agency to provide professional services, in an amount not to exceed \$100,000.

Previous Directives: December 7, 2007 authorization to issue a request for proposal for business process improvement professional services.

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): Approved Date: November 29, 2007

Financial Impact

- No financial impact
- Action is within the Business Plan

Community Impact

- City Goals

Supporting Information

On December 7, 2007, the City Council approved the City Coordinator's Office request to issue an RFP for business process improvement professional services.

The City of Minneapolis City Coordinator Department sought professional services from qualified companies in the area of business process improvement. This included 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.

As noted in our request to issue the RFP, the following is additional background information on the business process improvement initiative:

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 workplace 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's culture