



Request for City Council Committee Action from the Department of City Coordinator's Office

Date: May 21, 2009

To: Council Vice President Robert Lilligren, Chair of the Committee of the Whole

Subject: Update on the City's business process improvement initiative

Recommendation: Receive and file

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

January 18, 2008 City Coordinator's Office requested authorization to negotiate and execute contracts with the Change and Innovation Agency to provide professional services, in an amount not to exceed \$100,000.

Department Information

Prepared by: Jodi Molenaar-Hanson

Approved by: Steven Bosacker, City Coordinator

Presenters in Committee: Steven Bosacker, City Coordinator, 673-2032; Jodi Molenaar-Hanson, Management Analyst, 673-3188; Heidi Hamilton, Deputy Director of Public Works, 673-3316; Barb Sporlein, Director of Planning, 673-2616; Linda Roberts, District Supervisor Licenses and Consumer Services, 673-3908; Diana Roman, Administrative Analyst I, 673-2787

Financial Impact

- No financial impact

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 (bpi) 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. On January 18, 2008, the City Coordinator's office requested authorization to negotiate and execute a contract with the Change and Innovation Agency to provide professional services in the area of business process improvement.

Prior to the request to issue an RFP in December of 2007 for business process improvement professional services, the training workshops for the initial projects going through the bpi initiative were completed under a professional services contract with the Change and Innovation Agency. These projects were kicked off in September 2007. The lessons learned from these initial projects and workshops assisted greatly in the development of the initiative and the creation of 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

Since the inception of this initiative twelve projects have gone through the process. Each project team presented multiple recommendations for process improvement to their sponsor and those projects are in various stages of implementing the recommendations. Currently there are six more business process improvement projects underway. The attachment outlines each of those projects and their status in more detail.