

RESOLUTION NO.3744

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MONTE SERENO
ESTABLISHING THE CUSTOMER ORIENTATION AND OPERATIONAL
EXCELLENCE AD HOC COMMITTEE**

WHEREAS, the City of Monte Sereno recognizes the importance of exceptional customer service and operations; and

WHEREAS, the City Council desires to establish a Customer Orientation and Operational Excellence Ad Hoc Committee to work with staff to continue the City's excellent customer service and operations.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Monte Sereno hereby establishes the Customer Orientation and Operational Excellence Ad Hoc Committee for a period of no more than one year which shall assess existing operational processes and based on findings, direct policy improvements to the City Manager after consideration and approval by the City Council. Areas of focus include:

- Solicitation of resident feedback
- Efficient processing and tracking of resident reported issues
- Strategic planning
- Budget planning
- Work planning, including milestones, schedules, effort estimates, and capacity alignment
- Metrics based success criteria at organization, department, and individual levels
- Operations review
- Status reporting
- Root-cause, corrective action
- Personnel performance review process

REGULARLY PASSED AND ADOPTED this 18th day of June, 2019, by the following roll call vote:

AYES: Council Members Ellahie, LaBouve, Leuthold and Mayor Pro Tempore
Lawler
NOES: None
ABSTAIN: None
ABSENT: Mayor Turner

BY:


Liz Lawler, Mayor Pro Tempore

ATTEST:


Andrea Chelemengos, City Clerk