

“THE CITY OF DAWSON CREEK IS ALREADY WELL RESPECTED AND IS A GOOD ORGANIZATION BUT IS EAGER TO MOVE FROM “GOOD” TO “GREAT”.”

The Mayor and Council know the value of working as a team and that’s why they have made such a significant commitment to championing a formal quality improvement program. This program has supported improved service to taxpayers and continues to build the City’s leadership role among public sector organizations in the region.

This structured and measured program encourages leadership at every level and recognizes achievements.

The City of Dawson Creek is already well respected and has a good organization but is eager to move from “good” to “great”. The named developed for this initiative is the Peace XL (Excel) Project as we are definitely BIG on service, excellence and continual improvement.

WHO IS RESPONSIBLE FOR SERVICE EXCELLENCE?

Simply put, we all are. The focus is on the “Drivers” of public sector excellence: Customer/Citizen Service, Improvement of Processes, working with Suppliers and Partners and helping workers maximize their potential.

In December 2005 the City Demonstrated the commitment to implementing long-term strategic focus on excellence, one that promotes good management principles and practices.

In November of 2007 the City demonstrated, to an external assessment verification team, that it had continued to improve in some key areas, that there is a transition from a correction of issues to a more preventative approach with some good results achieved.

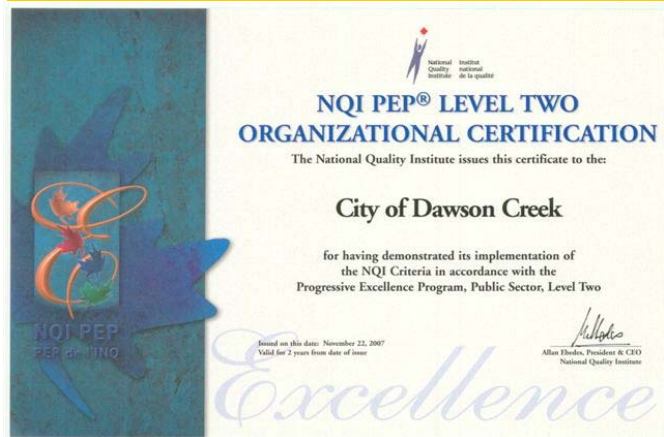
We are continuing to measure our strengths and plan for improvements.

WHAT IS THE NATIONAL QUALITY INSTITUTE FRAMEWORK FOR EXCELLENCE?

The National Quality Institute (NQI) is an independent, not-for-profit organization that is a leading authority in Canada on workplace excellence based on quality systems and healthy workplace criteria. NQI acts as a national partner with many organizations to advance the Excellence movement in Canada.

NQI provides organizational leaders with strategic business frameworks, services and tools that support ongoing performance improvement. For us, the framework addresses:

- *Organizational performance changes to improve and promote the City of Dawson Creek*
- *Leadership through involvement*
- *Stakeholders/Citizens/Customer Focus*
- *Cooperation & Teamwork*
- *Process Management*
- *Continuous Improvement*
- *Linkages to Strategic Planning Goals & Objectives*



WHAT ARE THE BENEFITS OF THE PEACE XL PROJECT TO THE CITY OF DAWSON CREEK?

- **Consistent, practical approach for managing, measuring & improving operation results.**
- **Ability to measure & increase taxpayer satisfaction.**
- **Improved employee moral though teamwork approach.**

