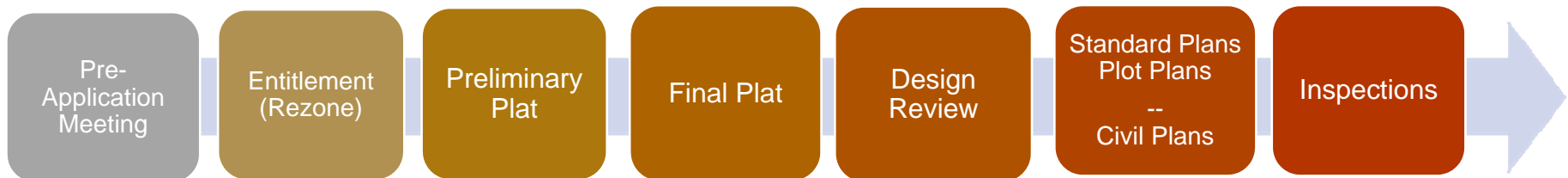




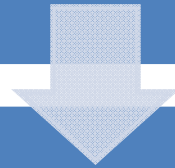
The Development Continuum



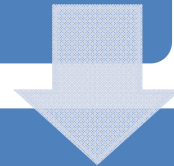
Objective:



Create a Customer Service
Based Organization



Hire Changemakers



Create COHESION



Accomplishments:



- Over the Counter Plan Review – Minor TI's
- Permits by email - +200 per month
- Commercial Site Plan – Simultaneous Review
- Process mapping

Voice of the Customer



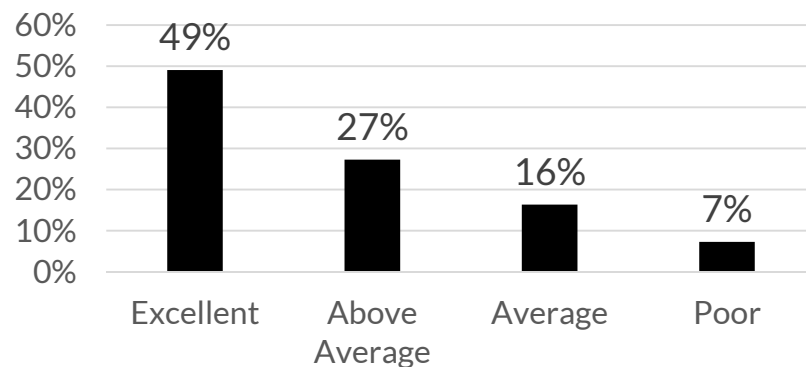
Survey to find out:

- **Is it the process?**
- **Is it the communication?**
- **Is it the duration?**
- **Is it the quality?**

55 Surveys later...



How would you characterize the customer service you received?



Feedback included common themes:

- Staff are very talented;
- Compliments about our customer service;
- Better response time and coordination between departments is needed;
- Too much focus on the problem – not the solution;

+ debrief



Directors met with customers after projects were complete:

FEEDBACK



“What is important to you?”



- It is the process
- It is the communication
- It is the duration
- And, it is the helpfulness

Re-Build!



Implementing the LEAN process:

- Examined roles and responsibilities;
- Visual Production Board;
- Identify and highlight where we are falling short of expectations;
- Remind the team:

WHY ARE WE HERE?!

Continuous Improvement



The City of Goodyear will provide the finest municipal services and promote a quality environment to enhance our community's prosperity through citizen and employee participation. We are committed to the stewardship of resources and fulfillment of the public trust.