



*Recipient of the
Tennessee Center for Performance Excellence
Quality Commitment Level 2 Award
2002 and 2003*

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Commitment to Public Service		
Teams	Strategic Plan	Processes
Board of Mayor & Alderman	Strategic Plan One Page Presentation	Strategic Planning Process
City Manager & Leadership Team	Purpose of Strategic Plan	Leadership Deployment Model
Management Team	Strategy, Mission & Values	Eight Step Problem Solving Process
Baldrige Performance Improvement Teams	Core Values	Policies
Action Plans' Stewards & Teams	Key Success Factors	AR: 1—B—2004 Ethics Policy
Tennessee Center for Performance Excellence	Strategic Objectives One Page Presentation	Our Journey Towards Excellence
Learn More about TNCPE	Strategic Objectives and Action Plans	Council-Manager Form of Government
2004 TN Center for Performance Excellence Application (large file)	Balanced Scorecard One Page Presentation	Blending High Performance & Baldrige Principles
	Balanced Scorecard Detailed Presentation	Learn More about LEAD & SEI
Commitment to Excellence		

