



SELF EXAMINATION



Recognize a Problem Could Exist: Annual City Charter policy requirement of Lee's Summit for departmental performance audits. Leadership opens the door for review and improvement.

- ✓ Elected officials show commitment to improvement
- ✓ Audits performed by objective third party external consultants such as Leadership ICMA
- ✓ Helps make informed data driven decisions

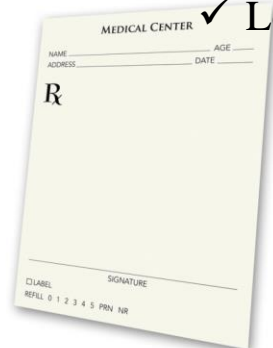
Symptoms: The Three "E"s should be performing at a high level. These traits represent our obligations to our citizens/customers.

- ✓ Economy - Keep costs low
- ✓ Efficiency - Best use of taxpayer resources
- ✓ Effectiveness – Ensure objectives are being met



Take Your Medicine: Receive and react to recommendations. Leadership must be receptive to third party ideas and suggestions.

- ✓ Leverage your strengths by using successful internal staff to help your organization
- ✓ Be innovative to create cost-effective solutions
- ✓ Look for sustainable answers not a "band-aid"



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