

Journey to Excellence

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City of Fort Collins City Manager
ICMA Conference Presenter

#ICMA2018

ICMA
conference

BALTIMORE
104th Annual Conference
SEPTEMBER 23-26 **2018**

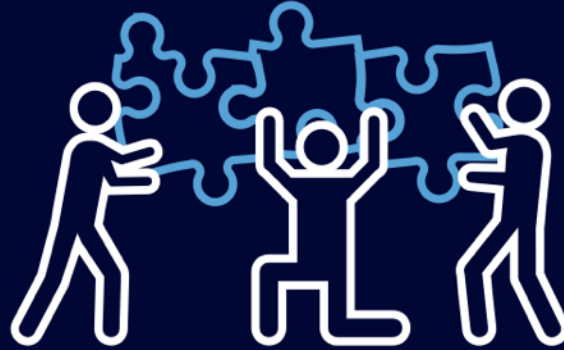






**VISION
CLARITY**

**ALIGNMENT
OF
RESOURCES**

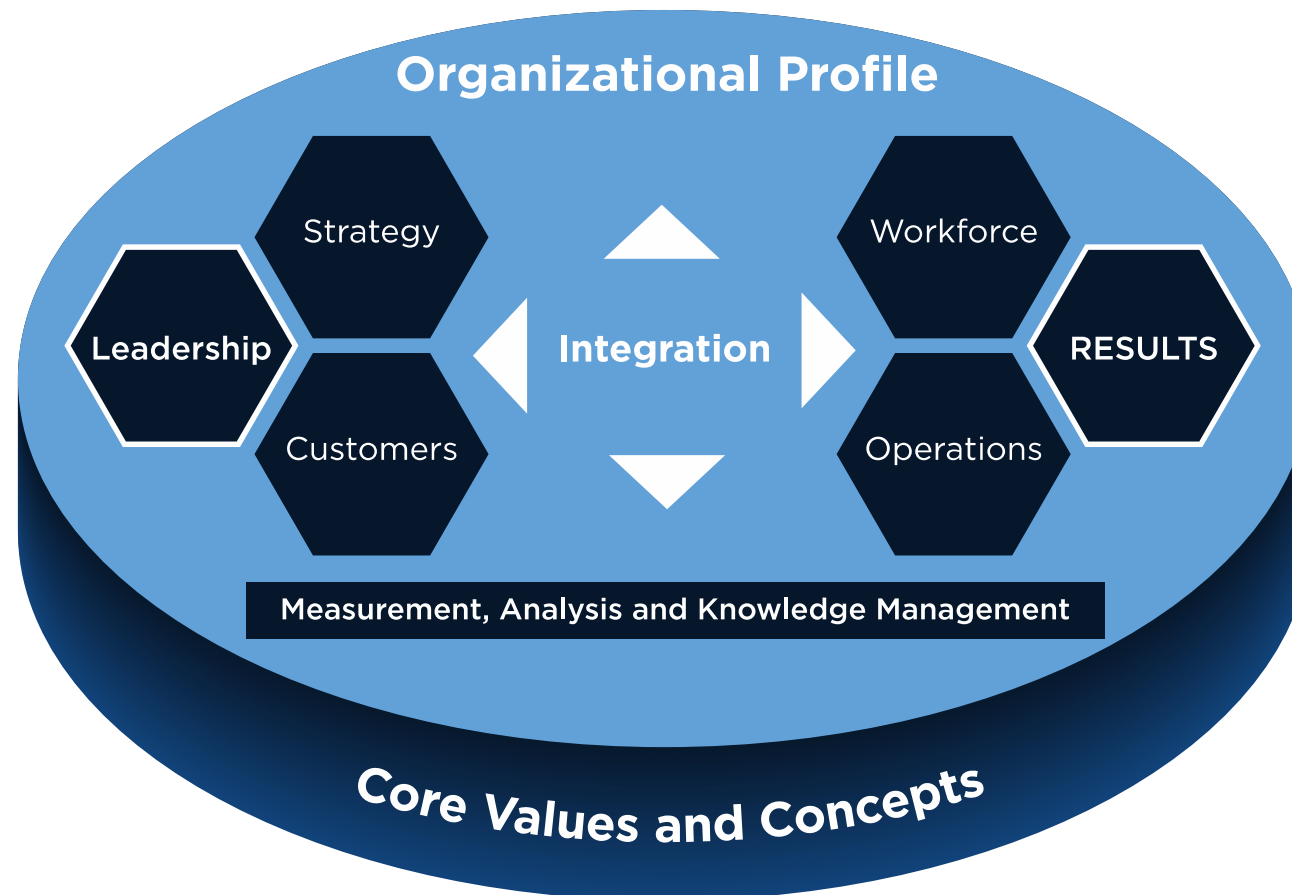


**CREATING
SYSTEMS**

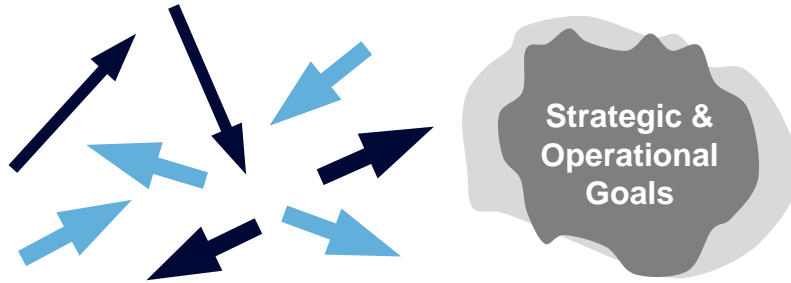


Is your organization doing as well as it could? *How do you know?*

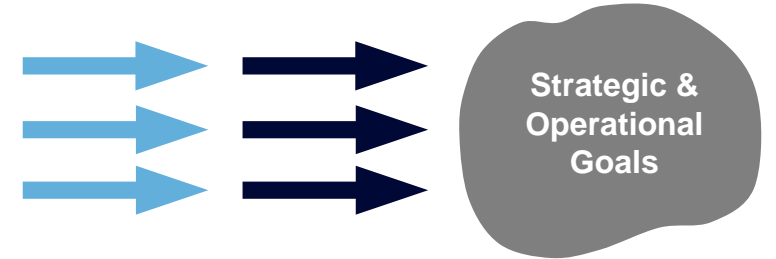
What and how should your organization improve or change?



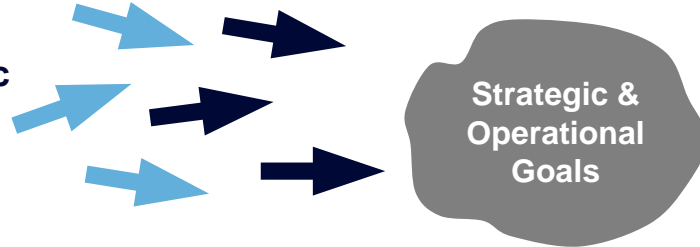
I.
Reacting to Problems
(0-25%)



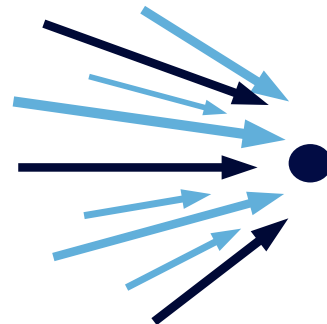
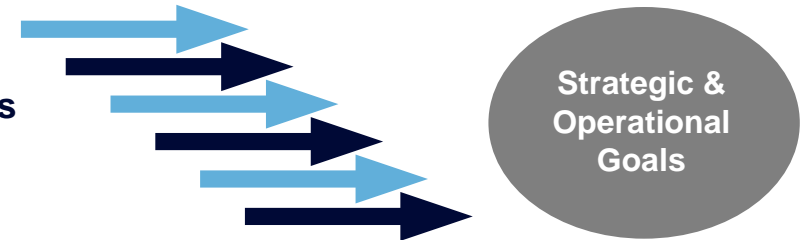
III.
Aligned Approaches
(50-65%)



II.
Early Systematic Approaches
(30-45%)



IV.
Integrated Approaches
(70-100%)



World Class Services



OFI's OPPORTUNITIES FOR IMPROVEMENT

28 + 32 + 36 + 34 + 37

FOOTHILLS & TIMBERLINE

PEAK

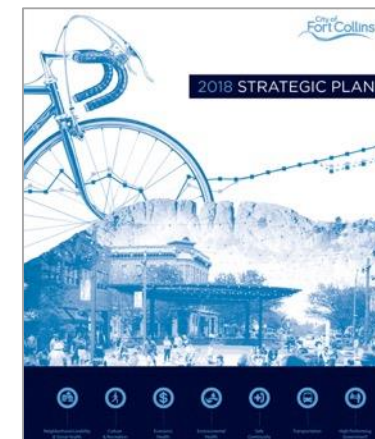
BALDRIGE 2015

BALDRIGE 2016

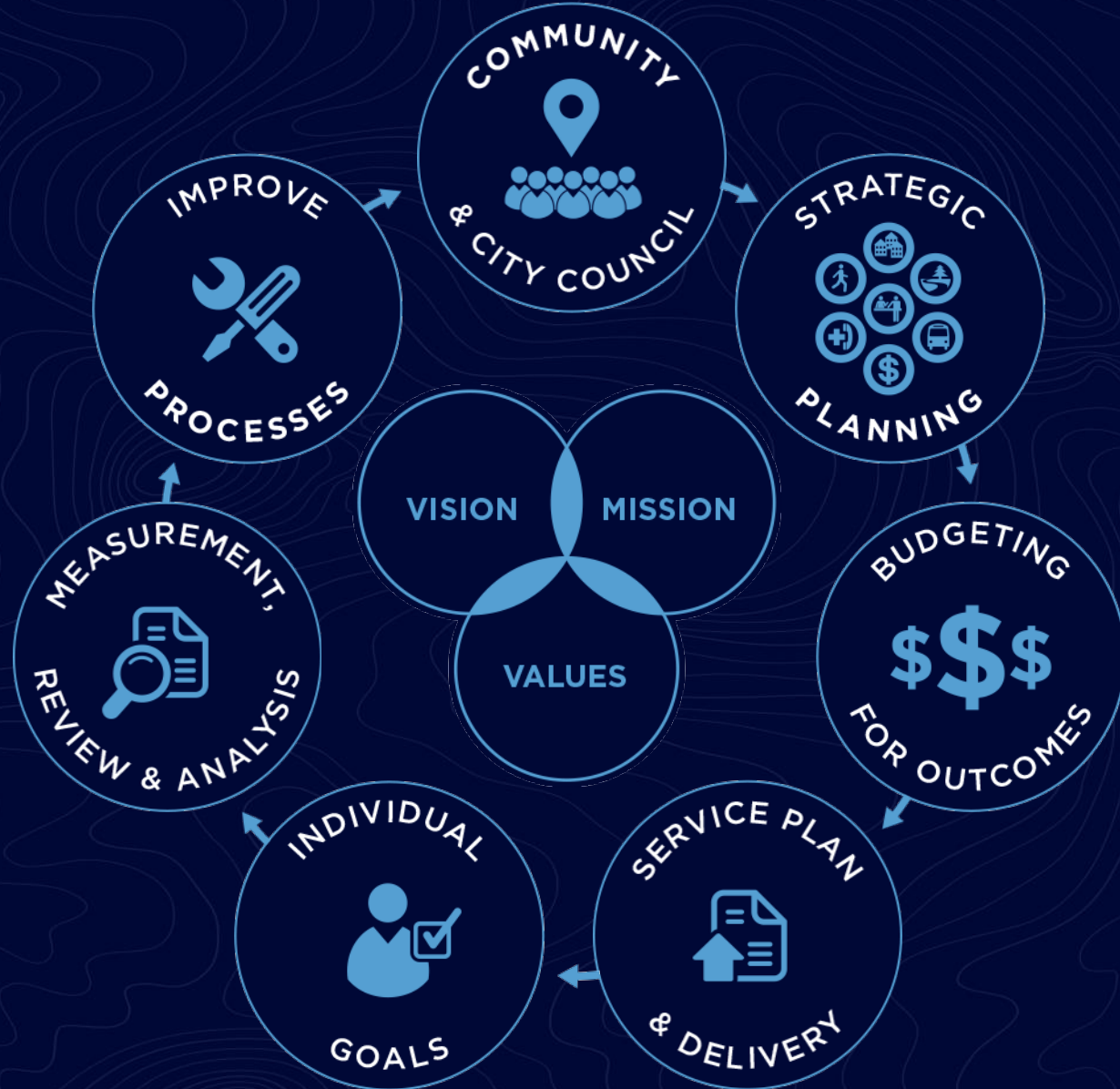
BALDRIGE 2017

167 TOTAL

ONE RESULT:
2018 STRATEGIC PLAN



[CAT 1] LEADERSHIP





IF NOT BALDRIGE

THEN WHAT?



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