

department heads and front line employees on a regular basis. Set up regular internal channels of communication – an intranet, an employee newsletter, employee feedback committees, all staff meetings, and so on. The same is true vis a vis the Board of Trustees – keep them posted on your activities and changes.

- If the decision is made to contract out a service, tap strong managers to oversee vendors.
- Cultivate the climate in which improvement is continuous. Nothing should ever be considered “finished.” Changing circumstances may lead to the need for additional changes to service or program delivery.

For additional information or questions, contact Todd Hileman, Village Manager, Village of Glenview, at (847) 904-4370 or thileman@glenview.il.us