

BRING TO TODAY'S
1:30 PM MTG.

Ground Rules

- ✓ Everyone participates
- ✓ Every idea is valid
- ✓ Don't judge
- ✓ Listen
- ✓ Be brief
- ✓ Focus on task - not who performs it
- ✓

Brainstorming Agenda

Brainstorming – A process where participants are encouraged to openly share ideas and information.

Goal – Through team participation, document the operational tasks within the City Clerk's Office.

Purpose – To analyze and update practices and procedures to create a more accurate work product and cohesive work place.

Objectives –

- ✓ List the tasks within the City Clerk's Office
- ✓ Group tasks by operational area
- ✓ Sort tasks in process order
- ✓ Determine each task's critical path
- ✓ Discuss challenges to task completion
- ✓ Identify practices that need improvement
- ✓ Identify products that need improvement
- ✓ Identify and assign individuals to work on improvement projects
- ✓ Incorporate improvement projects as goals in FY04 performance assessments

Result –

- ✓ Everyone understands (at least) the basic operational flow of tasks within the office
- ✓ Everyone is accountable for the success of all operations, without regard to primary assignment
- ✓ Practices and procedures are confirmed as effective, or updated with better methods
- ✓ Management's ideas for improved operational practices or products are shared and known by all
- ✓ Information is used as a basis for the development of departmental goals
- ✓ Employees understand their roles in contributing toward the improvement of operational practices
- ✓ Performance expectations are understood and documented in assessments