Department Source: City Manager

To: City Council

From: City Manager & Staff

Council Meeting Date: February 5, 2018

Re: Missouri Quality Award Feedback Report

Executive Summary

The attached report includes a summary of the City of Columbia Missouri Quality Award Feedback Report as well as a copy of the full report from the Midwest Excellence Institute.

Discussion

In April 2017, city staff submitted a 50 page full application, plus a 5 page organizational profile, to the Midwest Excellence Institute, for the Missouri Quality Award. In September, nine examiners conducted a site visit. The feedback report contains examiners’ observations based on their understanding of our organization. NOTE: The feedback report is not intended to be comprehensive or prescriptive.

When preparing to read the report, please consider the following:

* Approach the feedback report with an open mind
* Look at the feedback as an opportunity for improvement
* View both the strengths and opportunities for improvement as vital for organizational sustainability

Fiscal Impact

Short-Term Impact: N/A

Long-Term Impact: N/A

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](http://www.gocolumbiamo.com/city-manager/)

Primary Impact: Operational Excellence, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](http://www.gocolumbiamo.com/community_development/comprehensive_plan/documents/ColumbiaImagined-FINAL.pdf)

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

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| --- | --- |
| Date | Action |
| 03/01/10 Council meeting  4/7/14 Council meeting | Resolution setting a goal for applying for a Missouri Quality Award and the Malcolm Baldrige National Quality award  Missouri Quality Award and Malcolm Baldrige National Quality Award - Update |

Suggested Council Action

Information only.