City Management Perspective on APWA Accreditation
The purpose of Accreditation is to promote & recognize excellence in the operation & management of a public works agency.
Accreditation Demonstrates:

- The agency is well managed
- The agency is pro-active
- The agency reviews its management practices against the best management practices developed by public works professionals
- The agency is dedicated to continuous improvement
Background

- Greeley, Colorado first agency to be accredited in 1997

- Accreditation is a program of continuous improvement and the designation awarded for a four-year period

- Today, there are 134 agencies accredited across the United States and 2 in Canada

Ninth Edition published August 2017
What is Self-Assessment?

- An opportunity to review existing policies
- A chance to learn about recommended practices
- A process for improvement
- A tool for building teamwork
- The first step in the Accreditation process
What will your city gain from the self-assessment process?

- Identify what is being done well & what needs to be improved
- Organize & prioritize areas of improvement activities
- Involve employees in continuous improvement
- Provide community services in the most cost-effective, responsive manner possible
- Develop strategic plans
Key Elements for Success

- Committed leadership all the way to the top
- A high degree of employee involvement
- An organized system of documentation:
  - Policies
  - Procedures
  - Practices
- Commitment to improvement
Management expectations

- Willing to accept change
- Respectful challenges
- Non-confrontational
- “What we are doing right?”
- “What can we do better?”
- Ownership of procedures
City manager benefits

- Identify assets – inspections & maintenance
- Contract management process
- Networking for best practices
- Staff development
City manager benefits

- Reinforce management philosophy
  - Requisite Organization
    - Context
    - Work vs task
    - Stratum
  - Competing Values Framework
    - Teamwork
    - Effectiveness