

City Management Perspective on APWA Accreditation

ACCREDITATION - A commitment to continuous improvement in the delivery of public operations & services.

Purpose of 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

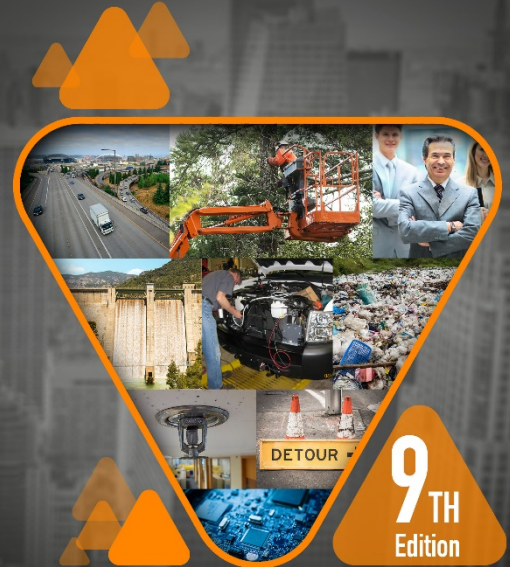
- Greeley, Colorado first agency to be accredited in 1997
- Accreditation is a program of continuous improvement and the designation awarded for a four-year period
- Today, there are 134 agencies accredited across the United States and 2 in Canada

Public Works Management Practices Manual is a collection of 599 recommended practices developed by knowledgeable public works professionals throughout North America.

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PUBLIC WORKS MANAGEMENT PRACTICES MANUAL



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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 v task
 - Stratum
 - ✓ Competing Values Framework
 - Teamwork
 - Effectiveness

THANK YOU



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