



CITY OF MADISON

PERFORMANCE EXCELLENCE



Performance Excellence

Presentation to Common Council Executive Committee

December 7, 2021

CITY OF **MADISON**

City of Madison Performance Excellence Framework

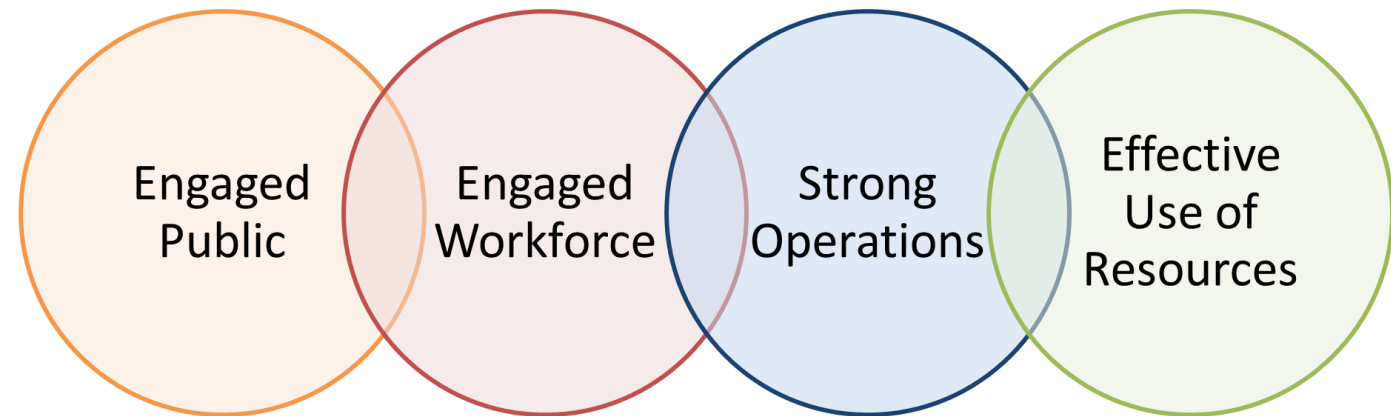


Performance Excellence Model

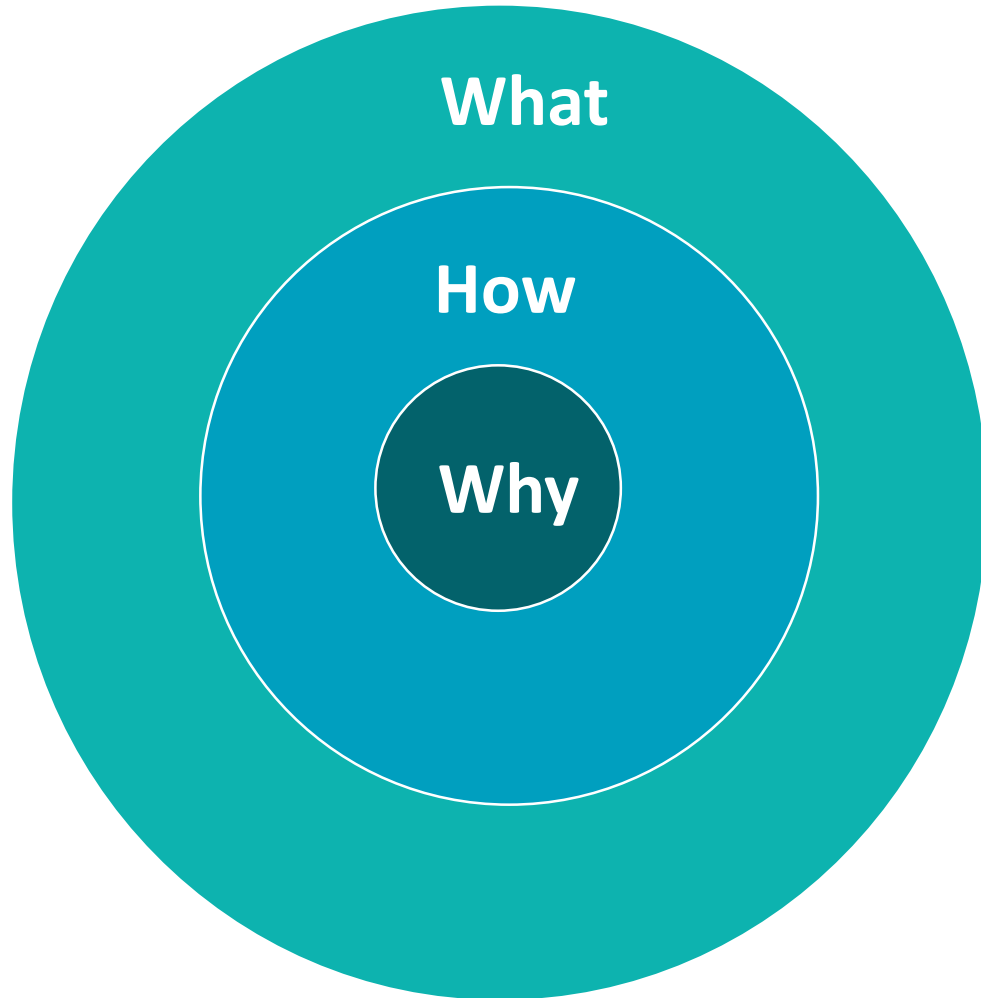
Inspired by the National Institutes
for Standards and Technology

Baldrige Excellence Framework:

1. Leadership
2. Strategy
3. Customers: Workforce
4. Customers: Public
5. Operations
6. Measurement, Analysis, & Knowledge Management
7. Results



Performance Excellence Why, How, What



- **Why:** City staff at all levels can draw upon their own values for direction and motivation as they aspire to our organization's Vision, Mission, Values, and Service Promise
- **How:** City staff utilize methods for continuous improvement, racial equity, sustainability, and human centered design to improve service delivery
- **What:** City staff deliver services to the public on behalf of our agencies

Mission, Vision, Values, & Service Promise

Vision

Our Madison – Inclusive, Innovative, & Thriving

Mission

Our Mission is to provide the highest quality service for the common good of our residents and visitors.

Values



Equity

We are committed to fairness, justice, and equal outcomes for all.



Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



Well-Being

We are committed to creating a community where all can thrive and feel safe.



Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



Stewardship

We will care for our natural, economic, fiscal, and social resources.

Our Service Promise:

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

Reference: [Legistar 51409](#)

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The Elements of Madison's Vision



Madison's Vision:
Our Madison: Inclusive,
Innovative & Thriving

Elements: Broad, high-level priority areas identified by feedback from:

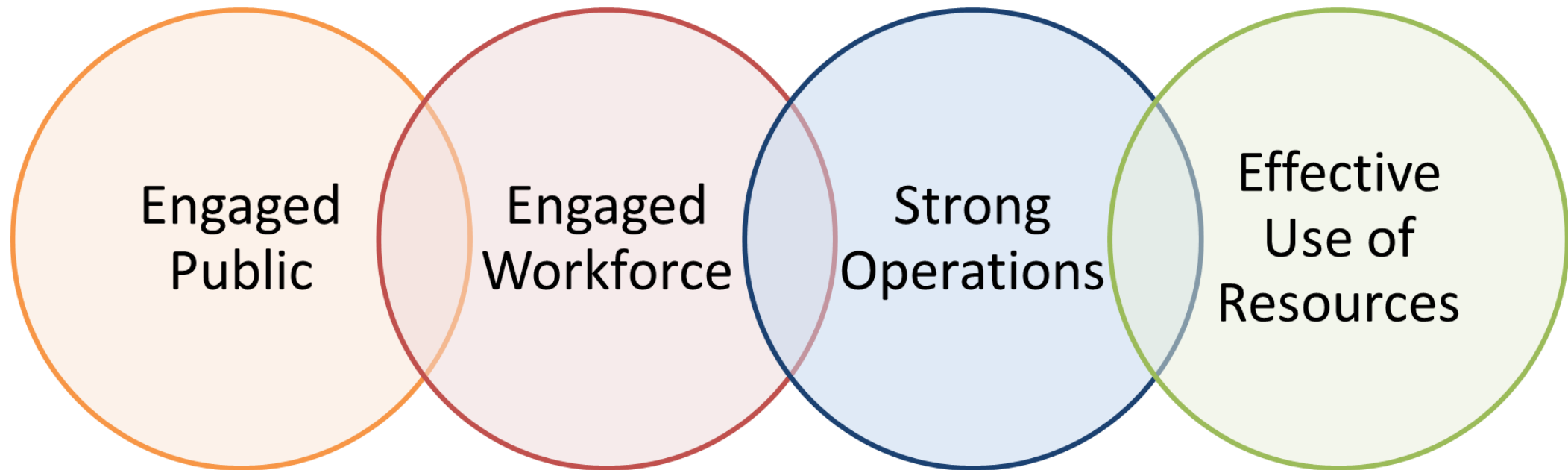
- City residents (via comprehensive community outreach for the City's Comprehensive Plan update)
- City managers and staff
- Common Council



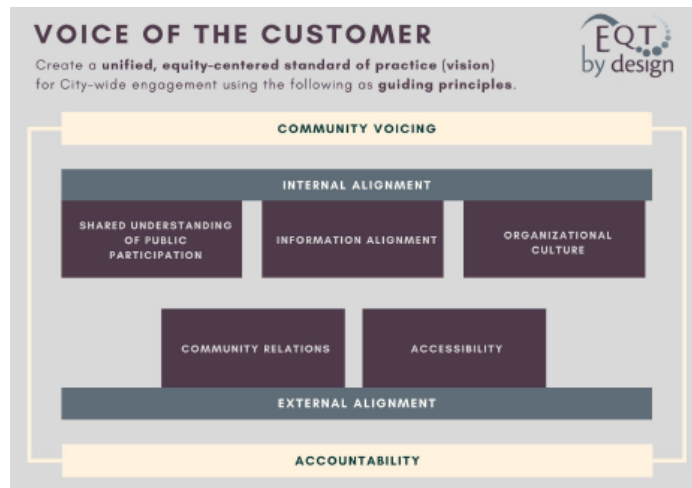
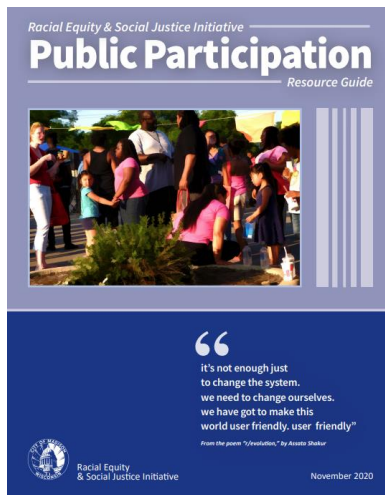
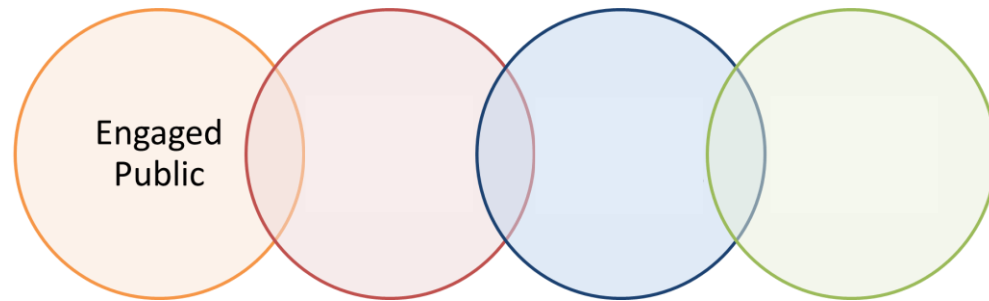
Four Focus Areas



Four Focus Areas



Engaged Public



Bright Spots: Public Participation Resource Guide + Operationalizing a Standard of Practice (IAP-2)

Context

Baldrige Criteria For Performance Excellence

- Customer: Public
- Leadership, Strategy, Results*

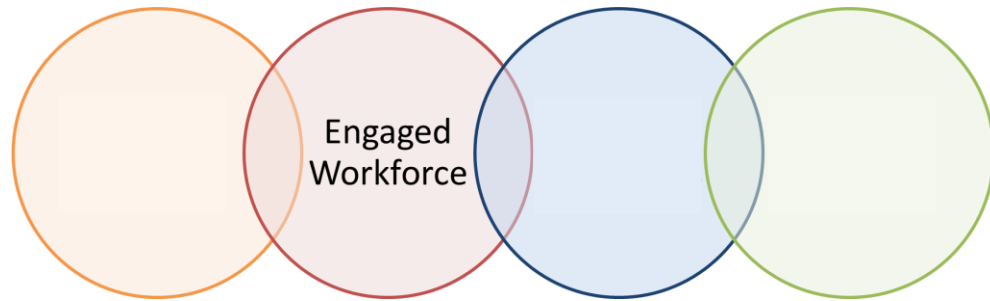
Organizational Applications

City of Madison Examples of Performance Excellence

- Board Commission and City Committees
- Neighborhood Resource Teams
- 2020 In-Person Absentee Voting
- Pandemic Pivot to Virtual Meetings
- RESJI Community Connections
- Voice of the Customer*

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Engaged Workforce



Bright Spot: TeamCity Awards – [Nominate Someone](#) Today!

Context

Baldrige Criteria For Performance Excellence

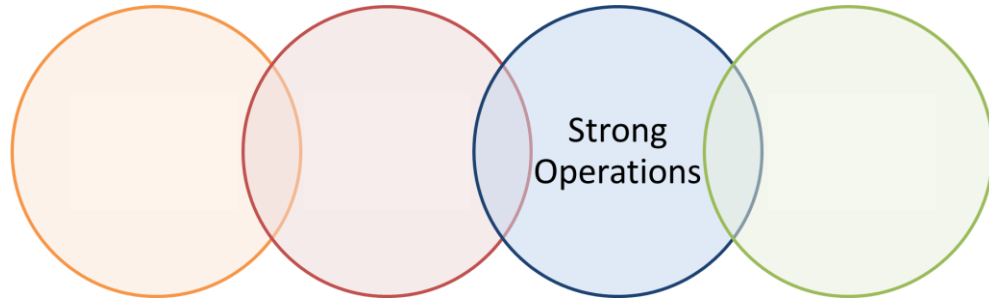
- Customer: Workforce
- Leadership, Strategy, Results*

Organizational Applications

City of Madison Examples of Performance Excellence

- Voice of the Customer*
 - 2018 Employee Voice Survey
 - Employee Check ins
 - Employee Recognition
 - Communications
- 2019 MAC/WIC Survey

Strong Operations



Context

Baldrige Criteria For Performance Excellence

- Operations
- Leadership, Strategy, Results*

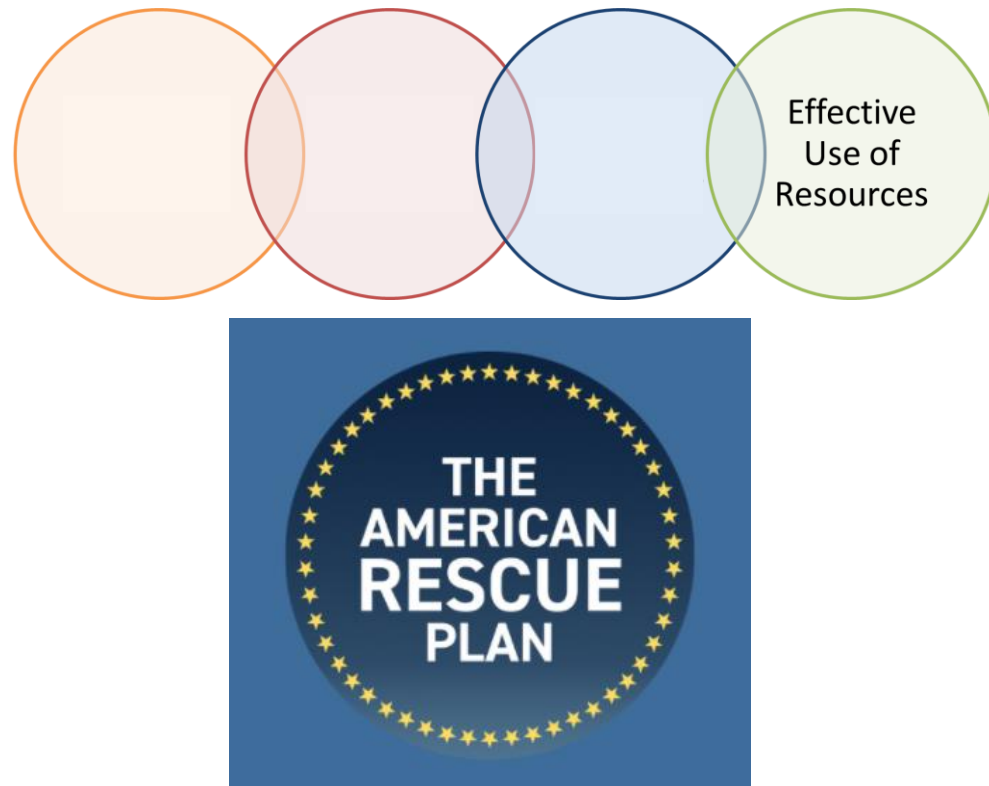
Organizational Applications

City of Madison Examples of Performance Excellence

- Imagine Madison Comprehensive Plan
- Results Madison*
- Continuous Improvement
- TeamCity Change Leadership

Bright Spot: [Imagine Madison](#) + [Results Madison](#) Framework

Effective Use of Resources



Bright Spot: Funding and Recovery efforts to [invest in the most pressing needs of our community](#) with ARPA funding

Context

Baldrige Criteria For Performance Excellence

- Measurement, Analysis, and Knowledge Management
- Leadership, Strategy, Results*

Organizational Applications

City of Madison Examples of Performance Excellence

- Inventories (Data, Systems, Policies, Initiatives)
- Budgeting
- Results Madison*
- Funding and Recovery Teams



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Questions?