

# Internal Monitoring Report

**Policy:** EL-2I Quality and Performance Improvement  
**Frequency:** Annual

**Date:** June 23, 2020

## **Policy Language:**

In all aspects of utility performance, the General Manager shall not fail to demonstrate continuous monitoring and needed improvement.

## **General Manager's interpretation and its justification:**

This policy requires the General Manager to commit to continuous improvement of the Madison Water Utility. This commitment extends beyond mere compliance with regulatory requirements and the Water Utility Board's established policies to seek innovative ways to exceed current standards, better serve our customers, and improve all aspects of the organization.

## **Data directly addressing the General Manager's interpretation:**

We are in the process of institutionalizing a culture of quality and continuous improvement through various internal cross-sectional management structures, including (meeting frequency in parentheses):

- Employee Steering Team (bimonthly)
- Water Quality (monthly)
- Operations and Maintenance (monthly)
- Planning, Design, and Construction (monthly)
- Budget and Finance (quarterly)
- Public Information and Community Relations (quarterly)
- All Employees (quarterly)

Examples of current or recently completed projects/initiatives reflecting quality improvement and industry leadership:

- Water Main Rehabilitation (Lining) Projects
- Graduate research study on energy conservation
- Compliance with board Outcomes and Executive Limitations policies demonstrated through monitoring reports within a Policy Governance model
- Active leadership in the Wisconsin Section of the American Water Works Association, including several papers presented at state and national conferences. Amy Barrilleaux chairs the WI-AWWA Image and Public Relations Committee; Al Larson chairs the WI-AWWA Engineering and Construction Committee.
- Active leadership in national industry organizations. Tom Heikkinen serves on the US Water Alliance's One Water Council; Amy Barrilleaux serves on the American Water Works Association Public Affairs Council
- City of Madison Performance Excellence Initiative and Results Madison, supporting data-informed decision-making, development of performance measures, and connecting city services to core mission, vision, values, and results for our residents
- Strategic Communication Plan
- Spanish language webpages
- Founding member of the Wisconsin Salt Wise Partnership
- Development of a Strategic Asset Management Plan
- Water Conservation House project

I report compliance.