

# Internal Monitoring Report

**Policy #:** EL-2I Quality and Performance Improvement

**Frequency:** Annual

**Date:** June 22, 2021

## **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 engaged in the continuing 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 ongoing projects/initiatives currently underway reflecting quality improvement and industry leadership:

- Compliance with board Outcomes and Executive Limitations policies demonstrated through monitoring reports within a Policy Governance model
- 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
- Water Main Rehabilitation (Lining) Projects
- Completion of an Asset Management Plan
- Development of a Strategic Plan
- Graduate research study on energy conservation
- Active leadership in the Wisconsin Section of the American Water Works Association, including several papers presented at state and national conferences.
- Active leadership in national industry organizations.
- Spanish language webpages
- Founding member of the Wisconsin Salt Wise Partnership

I report compliance.