

BP = Business Plan

City of Lee's Summit - Five Year Goals and Objectives

The goals and objectives identified will remain in place for the five year timeframe of the business plan. They will be reviewed annually, but unless significant changes occur in the direction of the organization or the industry, they will remain in place for the duration of the plan. Five goal areas were identified.

BP1 Goal One: Customer Focus

Objectives:

- A • Ensure customer engagement
- B • Maximize customer satisfaction through proactive and effective relationship building
- C • Foster customer self-sufficiency with a focus on technology

BP2 Goal Two: Delivery of Services

Objectives:

- A • Utilize technology to facilitate optimum delivery of services
- B • Ensure a systems-based process to organizational management and planning
- C • Ensure City infrastructure supports and facilitates the delivery of service to customers
- D • Ensure the delivery of the right services at the right time to customers

BP3 Goal Three: Workforce Focus

Objectives:

- A • Ensure employee satisfaction and engagement
- B • Proactively manage workforce capacity and capability
- C • Foster employee technological self-sufficiency

BP4 Goal Four: Communication

Objectives:

- A • Maximize employee effectiveness through internal communication
- B • Ensure effective stakeholder and citizen satisfaction through external communication

BP5 Goal Five: Fiscal Accountability

Objectives:

- A • Ensure financial resources are available to meet strategic and daily operational needs effectively and efficiently
- B • Effectively communicate financial tools and results to stakeholders

City of Lee's Summit Business Plan

2013-2018

VISION

A Culturally Rich Community with Diverse Economic Sectors to Create a Prosperous and Dynamic Community in Perpetuity

MISSION

Our mission is to create positive community relationships and a progressive organization delivering valued programs and services.

CORE VALUES

Professionalism, Trustworthy, Customer Focus, Communication, Accountability, Collaborative, Innovation, Engaged

GOALS & OBJECTIVES

1. Customer Focus

- ◆ Ensure customer engagement
- ◆ Maximize customer satisfaction through proactive and effective relationship building
- ◆ Foster customer self-sufficiency (technology)

2. Delivery of Services

- ◆ Utilize technology to facilitate optimum delivery of services
- ◆ Ensure a systems-based process to organizational management and planning
- ◆ Ensure City infrastructure supports and facilitates the delivery of service to customers
- ◆ Ensure the delivery of the right services at the right time to customers

3. Workforce

- ◆ Ensure Employee satisfaction and engagement
- ◆ Proactively manage workforce capacity and capability
- ◆ Foster employee technological self-sufficiency

4. Communication

- ◆ Maximize employee effectiveness through internal communication
- ◆ Ensure effective stakeholder and citizen satisfaction through external communication

5. Fiscal Accountability

- ◆ Ensure financial resources are available to meet strategic and daily operational needs effectively and efficiently
- ◆ Effectively communicate financial tools and results to stakeholders