

● Draft 
 ● Not started 
 ● Behind 
 ● On Track 
 ● Overdue 
 ● Complete 
 → Direct Alignment 
 ----> Indirect Alignment

## GOAL

Goal	Current Completion	Progress Update
<b>Undertake Continuous Improvement Projects</b>	Behind	<b>Progress:</b> Three continuous improvement projects have been completed since the last update. See CI report for details on each project including those in progress. As staff receive yellow belt certification training in March, new projects will be added. 2023/03/01
→ <b>Collection of Accommodation Tax : 100%</b>	Overdue	<b>Progress:</b> Testing of the proposed solution using miscellaneous accounts has been completed however it did not produce the desired results. Discussions are ongoing regarding the feasibility of a modified solution. If the modified solution is feasible, the project will move to implementation. 2023/02/23
→ <b>Streamline the administrative process for firefighter medicals</b>	Behind	<b>Progress:</b> Due to workload, few gains have been made with this project in 2022. Staff working on this project will be on maternity leave soon so the project will resume upon return. 2023/01/23
→ <b>Creation of information technology standards for procurement</b>	Overdue	<b>Progress:</b> Initial meeting held with project team in November 2022. Working to develop a proposed workflow and seek additional input from the team. 2023/03/01
→ <b>Streamlining the tracking of non-profit housing accounts receivables</b>	Overdue	<b>Progress:</b> This project has been delayed due to other work commitments. Anticipate completion by end of second quarter 2023. 2023/02/23
→ <b>Restructure the Intranet by piloting an improvement to the purchasing pages</b>	Overdue	<b>Progress:</b> No progress on this initiative has been made since the last update. 2023/02/21

Goal	Current Completion	Progress Update
→ <b>Improve process for development securities intake and tracking</b>	Overdue	<p><b>Progress:</b> Current state mapping is complete. High level future state mapping needs to be completed. While a new solution has been identified for securities administration – an add-on service from the City's banking institution, the new process and key decisions around accountabilities must first be made and a new process agreed to before any technology can be utilized.</p> <p><i>2023/02/24</i></p>
→ <b>Improve the process used to obtain fleet shop supplies in Public Works : 100%</b>	Overdue	<p><b>Progress:</b> The vending unit that was to be implemented as part of this project had to be manufactured. Delivery has been delayed by weather but is anticipated by end of February/early March after which time installation and piloting will take place.</p> <p><i>2023/02/23</i></p>
→ <b>Develop standard workflows/checklists for processes in the Infrastructure Division of Public Works</b>	Not started	<p><b>Progress:</b> This project has been delayed due to work committments and staff changes.</p> <p><i>2023/01/20</i></p>
→ <b>Standardize the process for class of City Buildings service requests</b>	Overdue	<p><b>Progress:</b> This project is substantially complete. A map documenting the steps in the current process has been completed. To help standardize the process, a request form was created to ensure adequate information is received with each service request. This form allows for better documentation, file management, and information sharing.</p> <p><i>2023/02/23</i></p>
→ <b>Streamline site transportation of walk behind asphalt saw</b>	Not started	<p><b>Progress:</b> This project has been delayed due to work committments and staff changes.</p> <p><i>2023/01/20</i></p>

Goal	Current Completion	Progress Update
<p>→ <b>Improve the process for traffic sign maintenance work orders</b></p>	<p>Overdue</p>	<p><b>Progress:</b> This project is nearing completion. The current traffic sign maintenance work order process requires considerable manual data entry and printing of paperwork. A current state process map was created to identify all the steps in the process as well as the various stakeholder roles. Steps were analyzed to determine where there was nonvalue added activity or waste. In the last 5 years, the average quantity of traffic sign maintenance work orders created was 1202 per year with an average process time of up to 42 minutes.</p> <p>Improvements to the process included the piloting of software to eliminate manual data entry and printing. The project team is currently working out some technical bugs and developing smaller enhancements to the application that were not included in the initial pilot Including adding features such as visual boundaries for inspection areas. Once this work is completed, the improvements will be implemented and trialed.</p> <p>Projected savings from this project include a 43% reduction in the overall process time, a 100% reduction in paper consumption, and a savings of more than 300 hours of staff time.</p> <p>2023/02/27</p>
<p>→ <b>Map and streamline the OHS training process</b></p>	<p>Overdue</p>	<p><b>Progress:</b> Emergency &amp; Safety Services (ESS) staff received a demonstration on Workplace NL's central records registry and are now in the process of being trained on the system. The registry will be used as the City's central database for regulated training and a plan is being developed for roll out to Public Works staff. ESS is also moving forward with using external vendors for OHS regulated training. This past January 30 Public Works staff were trained onsite by a 3rd party training vendor. This approach worked very well and has freed up the OHS Advisors to focus on other priorities.</p> <p>2023/02/24</p>