



**Meeting Date:** November 15, 2023

**Submitted by:** Michael Di Lullo, CAO

**Report No:** CAO-34-2023

**Subject:** Continuous Improvement Program for 2023

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**Recommendation:**

THAT Report CAO-34-2023 re: Continuous Improvement Program for 2023 be received for information.

**Purpose:**

To update Council on the continuous improvement initiatives that have taken place over the last year.

**Background:**

In 2020, funds were set aside to promote and implement ideas brought forward by staff to improve all aspects of the organization from operations to staff wellness. The program launched in 2021 and was well received with a number of initiatives to contribute to our organizational success.

**Analysis:**

Information was provided to staff in Spring 2023 (and throughout the year) regarding the continuous improvement program. Under the continuous improvement initiative, all staff are encouraged to bring forward and suggest ways in which we can improve operations, processes and how to work together. Instead of directives from management, staff are able to come forward and propose ideas for the betterment of the organization.

The list appended to the report outline some great initiatives that have taken place to advance the organization. From cost-savings to implementation of communication groups, the program has had many benefits.

**Financial Implications:**

Some of the ideas brought forward by staff do have cost implications however in reviewing the ideas brought forward, the municipality has realized greater efficiencies with an overall net-gain.

**Strategic Plan:**

This matter aligns with following strategic priorities:

- Responsive Municipal Government

This report aligns with Item 5.2 – Foster a culture of innovation, continuous improvement and cost-effective service delivery. Having staff come forward who are the experts of their operations is one-way to realize gains for the organization.

**Attachments:**

Attachment – Listing of 2023 Continuous Improvement Ideas