

CAPITAL REGIONAL DISTRICT
Regional Planning Services Department

Staff Report to the Regional Planning Committee
Meeting of Wednesday, November 17, 2004

SUBJECT:

RPS Department Values, Mission and Vision Statement

BACKGROUND:

The National Quality Institute (NQI) Progressive Excellence Program (PEP) provides a nationally recognized set of quality criteria to guide Canadian public sector excellence. NQI PEP has been endorsed by CRD Department Heads as a mechanism to foster a strategic focus on quality within the Capital Regional District. It offers the benefit of a clear set of quality criteria that address eight drivers of organizational performance: leadership, planning, a citizen/client focus, a people focus, process management and a supplier/partner focus. CRD Regional Planning Services Department, along with other CRD departments, is using the NQI PEP criteria as a framework to help improve overall organization performance, and as a first step, is aiming to achieve NQI level one certification.

NQI level one is focused on *approach*, demonstrating initial steps of implementing a long-term strategic focus on excellence, and a commitment to continuous improvement. To achieve PEP level-one recognition, the department must have established and implemented:

1. A method to develop a mission and mandate statement, and to communicate such information to all levels of the department;
2. A method to define clients/stakeholders and/or client groups;
3. A training plan and program for the organization, covering management principles and practices, as reflected in the NQI criteria; and,
4. An internal and/or external assessment against NQI Criteria, to assist the process of establishing priorities on improvement and moving forward.

In practical terms, undertaking the activities identified to qualify for PEP level-one recognition, enables the department to meet the following 2004 work plan commitments:

1. Review and update of the department's mandate, mission statement, and goals;
2. Implementation of client/customer/stakeholder satisfaction and needs surveys;
3. The preparation of a five-year strategic service plan (2005 – 2009);
4. Preparation of the annual work program and budget;
5. Development of a service marketing plan; and,
6. Updating of the semi-annual department performance monitoring program.

RPS has completed the following steps in its NQI process:

1. Staff training in the NQI framework;

2. Department baseline review against NQI criteria;
3. Agreement on outcome of review and identification of actions to move forward;
4. Identification of clients and stakeholders; and,
5. Agreement on a department statement of mission, vision and values.

DISCUSSION:

A departmental statement of mission, vision and values expresses what the department is in business to do (the mission), our destination if successful (the vision), and the guiding principles that are needed for success and how we will work together (the values).

The new department statement of mission, vision & values updates and refocuses the RPS department mission statement last reviewed in the mid-1990's, which was developed prior to the adoption of the Regional Growth Strategy, and which did not include an overall vision of where we were headed and how we would work together. The proposed new statement gives a simple, clear statement that can be understood by staff, elected officials, customers and clients, and the community at large (Attachment A).

RECOMMENDATION:

That Regional Planning Committee approved the Regional Planning Services Statement of Mission, Vision and Values expressed in Attachment A.

RGS CONSISTENCY

N/A

FINANCIAL IMPACT OF THE RECOMMENDATION:

Mark Hornell, MCIP
Director - Regional Planning Services

EXECUTIVE DIRECTOR'S COMMENTS:

W.M. Jordan, Executive Director