



## LEAP into Excellence!

We have a vision ... Pasco County will provide excellent customer service to our citizens in a lean, efficient and accountable manner. The LEAP (Lean, Efficient, Accountable Pasco) Project is the method by which we will implement this vision.

The primary goals of the LEAP Project are to improve customer service, increase efficiency, and reduce expenditures. Secondary goals are to improve the quality of the services provided, increase revenues, and demonstrate a positive return on investment (ROI) in LEAP initiatives. We have established a LEAP Core Team to help set standards, and provide leadership and guidance during our journey.

The LEAP Project began in the fall of 2007, with a series of accountability meetings with Mr. Gallagher and all front line supervisors. Supervisors were directed to look at ways to improve assignment, tracking, and oversight of human resources. Follow-up meetings have been conducted and improvements have been identified. In February, the Management Team (department and division heads) received an executive overview of Quality Management and Process Improvement concepts. Process Improvement Teams (aka PIT Crews) have been formed in all departments and they received more detailed training in March. The role of the PIT Crews is to improve communications and identify opportunities to eliminate waste and streamline current processes.

This is the beginning of a five year plan to excellence in government. In Year 1 our primary goal is to improve accountability and identify immediate efficiencies for the FY 08/09 budget. In Year 2 we will continue the process improvement initiatives and develop a Countywide Process Improvement Plan with priorities, performance measures and deadlines. By Year 3 we will begin implementation of a Leadership Successor Program where we will identify, train and mentor future leaders. In Year 4 we will measure our success in achieving our performance goals and re-set new goals. In Year 5 we plan to apply for excellence recognition through the Sterling Award process.

We are encouraging everyone in the County to take part and do what it takes to achieve excellence. If you have an idea for improving your area of responsibility, discuss it with your immediate supervisor and LEAP on it! If you have a suggestion that affects other sections of your department, work through your department PIT Crew. If you have a suggestion for improvement that affects an external department, agency, or customer, please work through your PIT Crew or submit your recommendation through your chain of command to the LEAP Core Team.

LEAP into Excellence ... Do Better Every Day!!

*John J. Gallagher and Michele L. Baker*