Process Innovation Team Focuses on Communication in 2019

The Process Innovation Team holds monthly meetings to discuss process improvement and innovation efforts across the organization. The team is a mix of department leadership and the City’s Sigma Six black belt team. Over the next few months, the team will work together to identify creative ways to improve internal communications and build a stronger, more united workforce. As a first step, staff and citizens will soon see some new posters that highlight the City’s priorities.

Let’s Frideate! Series Begins

In January the first cohort of our Let’s Frideate series gathered for 45 minutes on Friday afternoons. The group worked through the processes of problem-framing using data, empathy, and stakeholder identification and then ideating around a particular problem or issue. Our work is not yet complete, but in February we expect to present an idea that is worthy of piloting.

Frideate (v): Friday gatherings to ideate on solving issues or improving processes.