



Department Source: City Manager
To: City Council
From: City Manager & Staff
Council Meeting Date: February 5, 2018
Re: Missouri Quality Award Feedback Report

Executive Summary

The attached report includes a summary of the City of Columbia Missouri Quality Award Feedback Report as well as a copy of the full report from the Midwest Excellence Institute.

Discussion

In April 2017, city staff submitted a 50 page full application, plus a 5 page organizational profile, to the Midwest Excellence Institute, for the Missouri Quality Award. In September, nine examiners conducted a site visit. The feedback report contains examiners' observations based on their understanding of our organization. NOTE: The feedback report is not intended to be comprehensive or prescriptive.

When preparing to read the report, please consider the following:

- Approach the feedback report with an open mind
- Look at the feedback as an opportunity for improvement
- View both the strengths and opportunities for improvement as vital for organizational sustainability

Fiscal Impact

Short-Term Impact: N/A
Long-Term Impact: N/A

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Operational Excellence, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
03/01/10 Council meeting	Resolution setting a goal for applying for a Missouri Quality Award and the Malcolm Baldrige National Quality award



City of Columbia

701 East Broadway, Columbia, Missouri 65201

4/7/14 Council
meeting

Missouri Quality Award and Malcolm Baldrige National Quality
Award - Update

Suggested Council Action

Information only.