



April 24, 2019

Criteria for the Process Improvement Steering Committee's Selection of Improvement Opportunities

The incremental process improvement of the Virginia Beach Strategy, Transparency, Innovation, and Resiliency (STiR) Office's Innovation Academy is important and we on the Process Improvement Steering Committee are confident that it will, over the years, result in significant savings of millions of dollars and improve City services. We applaud and fully support this effort. To complement this effort the Process Improvement Steering Committee will focus its efforts on improvement opportunities that go beyond small incremental improvements and select projects that have the potential to result in more substantial improvements. With this in mind, the following criteria for the Process Improvement Steering Committee selection of improvement opportunities is offered:

The project:

- 1) Could achieve a measurable reduction in the cost of government.
- 2) Could achieve a measurable reduction in the cost the citizens of Virginia Beach pay for government services.
- 3) Could achieve a measurable reduction in the time (man-hours) it takes to accomplish a task.
- 4) Could achieve a measurable reduction in the time it takes the businesses of Virginia Beach to get City services.
- 5) Has the potential to achieve measurable growth in revenue or protect an existing revenue base without raising taxes.
- 6) Could reduce the wait times the citizens of Virginia Beach experience to get the services they need.
- 7) Should be a process that is controlled by the City. This does not preclude the Process Improvement Steering Committee from making recommendations for change to other organizations such as neighboring cities, the State or Federal government and their agencies.
- 8) Once an improved process, should not require new resources or significantly increase costs unless a business case analysis shows a measurable cost benefit.
- 9) Could achieve a measurable improvement in the overall business environment in the City.
- 10) Could achieve a measurable improvement in the overall living environment in the City.
- 11) Could be specific opportunities identified by the Innovation Academy or by City departments where the City Council, the STiR office, or a City department head has asked the Process Improvement Steering Committee for its assistance.