

Board of Municipal Utilities
Work Session Minutes
June 20, 2017
201 Miller Road
Avon Lake, Ohio

The work session was called to order at 6:02 PM.

Present: Mr. Dzwonczyk, Mr. Phillips, Mr. Rush, and Mrs. Schnabel.

Mr. Rickey was excused.

Also present: Mayor Zilka, CUE Danielson, WPCC Manager Baytos, and Community Outreach Specialist Arnold.

The CUE updated the Board on the Continuous Improvement/Total Quality Management (TQM) investigations staff has undertaken. The CUE indicated that they enlisted the assistance of a consultant to help inform staff about various TQM approaches. The water/wastewater industry has embraced an approach titled, Effective Utility Management, that serves as a starting point for utilities to become familiar with concepts before embracing higher-level TQM approaches. Members provided comments, seeking confirmation that staff would then get in to more concrete, detailed aspects such as preparing and/or updating SOPs, benchmarking, and collecting metrics on various aspects of operations. Members indicated a desire to assure we would be able to show we are doing what we said we would be doing. The CUE confirmed that is the intention.

One of the first steps of Effective Utility Management is a self-assessment of the organization. Senior staff performed the self-assessment with the consultant. The CUE asked members to individually complete the self-assessment and provide it to him so that the board's and staff's assessments may be compared and, potentially, help align priorities.

The work session adjourned at 6:19 PM.

Approved July 11, 2017

John Dzwonczyk, Chairman

Todd A. Danielson, Clerk