

Board of Municipal Utilities  
**Work Session Minutes**  
**July 10, 2018**  
201 Miller Road  
Avon Lake, Ohio

***Call to Order – Roll Call***

The meeting was called to order at 6:00 PM.

Present: Mr. Abram, Mr. Dzwonczyk, Mr. Phillips, and Mr. Rush

Also present: CUE Danielson, CUO Munro, Councilmember Fenderbosch, Mayor Zilka (arrived at 6:15 PM), and representatives from Corporate College (Samantha Kaplan, Tiffany Short, and Margarita Shulman).

Excused: Mrs. Schnabel

***Continuous Improvement***

At the Chairman's request, the CUE introduced the continuous improvement topic, indicating that Avon Lake Regional Water has had a 9-month relationship with Cuyahoga Community College's Corporate College Division (Tri-C), with Tri-C providing professional development and process improvement training and that staff has worked with Tri-C to prepare the proposal to bring it to the next level with embracing continuous improvement through the ISO 9001 and associated programs.

Samantha Kaplan, Director of Quality and Continuous Improvement, then made the presentation for Tri-C. She indicated that the next phase would first lay additional groundwork by helping staff become more familiar with performance metrics and strategic planning, along with additional process mapping work to help the organization identify the "future state" for processes.

Then Tri-C would assist staff with an approximate 2-year process to become ISO 9001 compliant and assist with selecting an auditor so that the organization may become ISO 9001 registered. Ms. Kaplan indicated very few utilities have undertaken the ISO certification process and that Avon Lake Regional Water would be a leader in the industry.

Members asked questions of Ms. Kaplan, who replied that the process could help reduce lost time incidents and the performance management system could be aligned in order to help incentivize the process. In response to the Chairman's question, the CUE indicated that staff has ways to contact other utilities that have become certified in order to learn from them.

Ms. Kaplan indicated that Tri-C would provide these services to Avon Lake Regional Water for \$81,900 and that the cost of registration would be separate and paid directly to the registrar that would be hired by Avon Lake Regional Water.

The Chairman indicated that the main objective for embracing ISO 9001 and, possibly, other ISO certifications would be to become a better organization that could provide more effective and efficient services to customers.

***Adjourn***

Following conclusion of the discussion, Mr. Dzwonczyk moved, Mr. Abram seconded to adjourn the meeting at 6:50 PM.

Ayes: Abram, Dzwonczyk, Phillips, and Rush

Nays: None

Motion carried.

Approved August 21, 2018

John Dzwonczyk, Chairman

Todd A. Danielson, Clerk