City of Fort Lauderdale

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First Things First

- Population: 182,827
- Square Miles: 36
- Largest Broward County Municipality
- “Venice of America”
- “Yachting Capital of the World”
Structural Innovation

- Quality Management
- Strategic Planning
- Neighbor Survey
- Open Data
- Performance Management
- Process Improvement
Our Approach

Train

Partner

Achieve
Train

• LEAN Methodologies
• Identify and remove waste
• Provide employees with resources
• Empower employees to recommend and make meaningful improvements
Partner

- Identify a waste or area of frustration
- Follow waste reduction steps to create an improvement
- Structural Innovation guides through this process
Partner

Project Criteria:

• Short duration of 4-8 weeks
• Something that employees have control to improve
• Goal of reducing:
  o Time
  o Cost
  o Defect
  o Frustration
Achieve

- Make a proposal
- Implement the solution
- Monitor the improvement
- Were expectations realized?

*Even Failures are a Success!*
What We’ve Learned

• Ensure a manageable scope
• Pre-identify measures for success
• Relationships are the key
• Document your steps and progress
• Learn from every mistake