

Meeting Notes
April 21, 2016
Conference Room D

Member Present: Lisa Brown, Mary O'Brien, Nancy Eibes, Missy Paulson, Michele McPherson, Bruce Cochran, Lisa Roxbury, May Johnson

Member Absent: Pat Oman, Joe Walsh, Karly Fetters

Guests: None

Lisa Brown called the meeting to order at 9:00 am.

1. Approve March Meeting Notes
The March Meeting Notes were approved by consensus.
2. Additions to Agenda
There were no additions to the agenda.
3. Update for May Newsletter and Toolbox Item
The article on Poka-Yoke drafted by Nancy and Karly was reviewed by the Committee. There were no changes.
4. Assign "Workout" Spotlight for May Review and June 1 Newsletter
Lisa Brown volunteered to compile the article. Lisa Roxbury volunteered to assist (Lisa²)
5. Review Progress of Assignments from March Meeting
 - Karly – update the website by removing Mike and changing the Suggestion link - **completed**
 - Nancy/Mary – standard measures for each completed Kaizen event
There was discussion regarding a drop down box versus a link to a separate PDF document for measures specific to each event. The consensus of the Committee was that a link to a PDF would be more educational and could be generated from the report out.
 - Nancy/Karly – May newsletter article on Poka-Yoke - **completed**
 - Missy – status update for Claim event - **completed**
 - Michele – status update for SSTS event - **pending**
 - Michele – meeting notes, update to Communication-Work Plan - **completed**
 - Pat – provide the County Board with meeting notes and Committee update – **follow up required**

6. Recognition alignment with Goals and Objectives

There was discussion regarding the various ways to recognize Continuous Improvement. Lisa noted that change often has negative connotations. Bruce noted that change is often necessitated as a result outside influences. Ideas for recognition included:

- Continued articles in the newsletter
- Larger awards of some sort
- Annual report to the Board

Michele asked if the County has ever established a baseline for customer service. How do we know if our customer service is improving if we don't measure it occasionally? She noted the emails from Chisago County where there is a link to rate the service provided via Survey Monkey. Bruce noted that there is also something on the Crow Wing County Public Works web page.

Assignments:

- Lisa² – June “Workout” newsletter article
- Lisa B – review other websites for customer service survey questions
- Michele – meeting notes

The meeting adjourned at 9:54 am.