



JAMES K. HAHN
MAYOR

EXECUTIVE DIRECTIVE NO. IC-3

Subject: **SUPPORT FOR THE QUALITY AND PRODUCTIVITY COMMISSION –
PRODUCTIVITY INFORMATION NETWORK (PIN)**

Between 1997 and 2002, City departments generated more than \$210 million in savings and improvements in customer service that were recognized by the Quality and Productivity Commission (QPC) Annual Productivity Improvement Awards. Formalized interdepartmental relationships between the QPC and City departments will serve to achieve future savings, provide more continuity to the QPC programs, and provide a vehicle for sharing “best practices” in quality and productivity innovations.

All General Managers, Heads of Departments/Offices and Commissions of the City Government are directed to designate a Productivity Representative to serve on the QPC’s Productivity Information Network. The designated Productivity Representative should work through the Commission’s Executive Director to:

1. Develop, implement, and evaluate methods to adopt “best practices” innovations in customer care, performance management, and other quality and productivity methods.
2. Meet at least quarterly to discuss QPC programs, share “best practices”, and provide/receive training in quality and productivity methods.
3. Communicate QPC programs, training methods, priorities, and findings back to City Departments. Share and advocate for departmental needs for quality and productivity programs with the QPC.
4. Coordinate the annual Productivity Improvement Awards process, nominations, site reviews, and related video telecast production.
5. Coordinate the delivery of other QPC programs (including, but not limited to the Productivity Incentive Revolving Fund, Employee Suggestion Program, and other special initiatives).
6. Discuss the methods and benefits of the Joint Labor Management Committee program to pursue and achieve quality and productivity improvements.

Executed this 3 day of December, 2002.

James K. Hahn, Mayor

Supersedes Executive Directive No. 41, dated September 7, 1990 (Bradley Series).

JKH:wtf:40503