

Our Vision & Core Values

City of Hickory

INNOVATION COMMUNICATION CUSTOMER SERVICE

Our Vision...

To deliver high quality services through excellent and ethical coworkers focused on innovation, communication, and customer service.

INNOVATION COMMUNICATION CUSTOMER SERVICE

- ★ **Importance** of innovation in delivering products and services to the public
- ★ **Importance** of customer service in delivering products and services in a public setting
- ★ **Importance** of good communication among coworkers, with customers, and within the organization
- ★ Understanding how to apply this knowledge in your department and in your daily work

Key Elements

**defining
expectations**

**staying current on
technology, equipment
and training**

efficiency

**sharing &
testing ideas**

innovation

**best
practices**

**thinking outside established
norms & processes**

**continuously evaluating &
improving service delivery**

Key Elements

**training &
education**

**listening to coworker
input**

**telling our story & sharing our
successes**

**access to
needed
information**

communication

**access to
management**

**knowledge of the
“big picture”**

**emphasizing bi-directional
communication**

Key Elements

**serving our citizens &
coworkers**

**outcome-focused service
delivery**

**scaling down
bureaucracy**

customer service

**access to
coworkers &
information**

**above & beyond
requirements**

internal & external

response time

value for the tax dollar

The Organization

How we support a learning environment

- Staff Meetings, departmental meetings, public meetings
- Coworker Committees
- Training
- Innovation Teams
- Action Center
- Tuition Assistance for continuing development

Got an Innovative Idea?

Each quarter up to three innovation ideas may be selected for cash rewards:

Transforming Innovation: \$200 cash

Exceptional Innovation: \$100 cash

Great Innovation: \$50 cash



What Types of Ideas are We Talking About?

- We're looking for positive and constructive ideas that would improve a current method, process or condition.
- The suggestion should be focused on increasing efficiency and economy of operations: productivity, cost reduction, safety, improvement of services or increased revenues.

What We're Not Looking For

- Grievances (we have a process already)
- Recommendations to “study” a process without some recommendation for improvement
- Recommendation to correct a situation that exists only because existing rules are not being followed
- Suggestions that are outside the City's regulatory authority

What Happens to My Suggestion?

- Submit Suggestion via drop box, email or mail to Claudia Main/HR.
- The affected department is notified and asked to comment
- A review committee makes a recommendation to the City Manager who then approves or rejects
- Coworker will be notified of the outcome

Every good organization has a service excellence program or process. The most successful organizations have found an effective way to communicate this philosophy to its employees and customers and it becomes part of the organizational culture.

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