COUNTY AGENDA REQUEST

Department:	Purchasing	Presenter(s):	Ted Burgess
Meeting Date:	Thursday, December 15, 2011	Type of Request:	Presentation/Recognition

Wording for the Agenda:

Recognition of the County for receipt of the Georgia Focus Recognition Certificate for reaching a milestone in the initiative to improve key processes and outcomes.

Background/History/Details:

On October 20, 2011 the county received recognition for reaching a milestone in its initiative to improve key processes and outcomes. The Georgia Focus Recognition Certificate was presented to the county at an awards ceremony in Atlanta. The certificate was presented by a non-profit organization named the Georgia Oglethorpe Award Process, Inc.

Work which led to the certificate included completion of a comprehensive self-assessment, and an action plan for future improvements. This was a thorough assessment which included the categories of leadership, strategic planning, customer and workforce focuses, process management, performance measurement and analysis, and results.

The county also underwent a third-party assessment, with constructive feedback, provided by Georgia Oglethorpe examiners. Feedback was provided in a day-long session. It included identification of strengths, as well as specific opportunities for improvement of processes or results.

Reaching this milestone is not an end unto itself; rather it is more the beginning of a journey of continuous improvement of county services for the citizens we serve.

What action are you seeking from the Board of Commissioners?

Recognition of the county for receipt of the Georgia Focus Recognition Certificate for reaching a milestone in the initiative to improve key processes and outcomes.

If this item requires funding, please describe:

N/A

Has this request been considered within the past two years?	N/A	If so, when?	Thursday, December 15, 2011
Is Audio-Visual Equipment Required for this Request?	Yes	Backup Provided with Request?	Yes

STAFF USE ONLY

Approved by Finance	Not Applicable	Reviewed by Legal	Yes
Approved by Purchasing	Yes	County Clerk's Approval	Yes
Administrator's Approval	Yes		

Staff Notes:

Fayette County – Achieving Excellence

STRATEGIC ENVIRONMENT

Operational Challenges

- Uncertain revenues
- Infrastructure maintenance
- Changing demographics
- Emerging technologies

Citizens Want

- Increased transparency
- Increased accountability
- Increased efficiency
- Increased responsiveness

GA. OGLETHORPE PROCESS FOR IMPROVEMENT

- Leadership
- Strategic Planning
- Customers
- Workforce
- Operations
- Results

GA. OGLETHORPE PROCESS

BENEFITS

1. Sustainability
2. Better allocation of resources
3. Improved services & outcomes
4. Good information for good decisions
5. Greater employee productivity
6. Increased efficiency / quality

GEORGIA OGLETHORPE

Levels of Achievement & Recognition

1. **Ga. Focus Recognition Certificate**
2. **Ga. Challenge Award**
3. **Ga. Progress Award**
4. **Ga. Oglethorpe Award**

GA. OGLETHORPE PROCESS AWARD RECIPIENTS: 1997 - PRESENT

- **Government**
  - Ga. Environmental Facilities Authority
  - Ga. Department of Defense
  - U.S. Army Infantry School and Center, Fort Benning
- **Education**
  - Stephens County Middle School
  - Eastanollee Elementary School
  - Facilities & Operations Div., Gwinnett Co. Public Schools
- **Non-Profit**
  - National Commission on Certification of Physician Assistants, Inc.
- **Business & Industry**
  - Turner Studios, Div. of Turner Entertainment Group
  - Prestolite Wire Corporation
  - Technical Operations, Delta Air Lines, Inc.
  - HON Company
  - Boeing Company
  - TSYS, Inc.

GEORGIA OGLETHORPE

Georgia Focus Recognition Certificate