



Utilities Management Committee Award For Operational Performance Excellence

2010 Nomination Application

Application Contact

Name: _____

Title: _____

Organization: _____

Mailing Address: _____

Size of Utility (population served): _____

Phone: _____

Email: _____

Email (preferred method) or mail application to Nan Bennett at Nan.Bennett@myclearwater.com no later than **March 1, 2010**. Questions regarding the award can be directed to Nan via e-mail or by calling (727) 562-4560 ext. 7221. The mailing address is:

Nan Bennett, P.E.
City of Clearwater Public Utilities
1650 North Arcturas Avenue
Building C
Clearwater, FL 33765-1945

Please note that the application should not exceed 10 pages (double spaced, minimum 12-point font, single sided) in length and each of the seven (7) categories identified below must be addressed. Applicant should enclose four (4) copies if a hard copy is submitted. Supporting materials will not be accepted with the application - the programs must be completely and concisely described in the program description.

1. Organization Description

- Please provide a brief overview of your utility, including organizational structure and services provided.

2. Strategic Goal Setting

- What are your organization's short and long term strategic goals? How does your organization set short and long term strategic goals? What are your short and long term planning time periods? How does your utility track progress in meeting these goals? How does your organization assure its competitive status through implementing these strategic goals?

3. Performance Improvement

- Describe your utility's organizational performance improvement system. How does your organization determine areas for performance improvement? Has your organization utilized any quality tools such as ISO 14000 series of standards, environmental management systems, Six Sigma, QualServe, Florida Sterling, etc., to improve operation? If so, please describe tools used and graphically describe the top five performance improvement successes and describe their importance to your organization.

4. Communication and Employee Involvement

- How does your utility communicate organizational priorities and improvement goals to employees? How does your utility improve organizational processes and design new processes? How are employees involved in these processes? How does your utility measure or monitor employee involvement?

5. Customer Satisfaction

- Does your utility have a process for measuring and evaluating customer satisfaction? If so, please describe.

6. Employee Development and Recognition

- How does your utility encourage and enable the development of its workforce? Does your utility provide appropriate and adequate enabling systems for career development? If so, please describe. Does the organization encourage and develop creativity? If so, please describe. Is there an employee reward and recognition award program? If so, please describe.

7. Awards

- Please list any awards or honors that your utility has received in the last three years related to safety, operation and maintenance practices, environmental compliance, etc.