

Innovation Team Charter

Team Name:	Innovations Team
Date:	July 16, 2019 (last revised)
Business Case:	Problem/Opportunity:
<p>As identified by the City Manager the City is facing critical challenges over the next 15-25 years that will require innovation to successfully meet.</p> <ul style="list-style-type: none"> - Critical Infrastructure Obsolescence - Financial Sustainability - Population Growth - Natural Resource Management <p>Resource and process optimization will be crucial for the City to meet these challenges as well as the changing needs and expectations of the community.</p>	<p>There are a lot of processes across the City – existing and new – that would benefit from the application of process improvement methodologies. There is also a significant level of in-house expertise that is not being utilized.</p> <p>In addition, process improvement supports the need to change in a more nimble and responsive manner. It supports the organization’s need to be accountable and responsible for effective and efficient business practices.</p> <p>Innovation has been identified as a core value that requires more emphasis.</p> <p>In its current state, the City has no formal function for innovation or process improvement.</p>
Goals & Objectives:	Scope:
<p>To create a common language and understanding around innovation and process improvement.</p> <p>To provide employees and teams learning opportunities and tools needed for process improvement.</p> <p>To provide consulting services to teams for process improvement and to support thinking differently and creatively about processes and challenges.</p>	<p>In Scope:</p> <ul style="list-style-type: none"> - Reduce waste - Make what we do better - Make your day (i.e., help employees successfully meet or exceed customer needs and expectations) <p>Out of Scope:</p> <p>Process improvement is not to eliminate jobs.</p>

To support efforts to challenge the status quo and foster a culture of innovation.

To change processes, not the people involved in the processes.

To develop a toolbox for the City workforce to utilize in process improvement efforts, and train the workforce in using such tools.

To identify potential resources (e.g., grants, partnerships, etc...) that support process improvement and innovation efforts.

Deliverables/Measurables:

Employees seek assistance of this team.

Team is available to provide services in a timely manner, as needed.

Percentage of employees formally trained in process improvement (e.g., LEAN, Denver Peak Academy, internal training, AGILE)

Communicate and storytelling around successes.

Provide process improvement services/education.

Build measures around successes and utilization of communication devices (e.g., blog comments, hits on stories, etc...).

Constraints/Risks:

A general reluctance and misunderstanding of process improvement.

In its current state, can team meet needs of organization?

The current culture is highly reactive and it would require a culture shift to be more deliberative and proactive, which requires time to think and ideate.

Assumptions:

This team and Human Resources will work closely with the Innovation Coordinator and Innovation & Communication Manager on process improvement and innovation initiatives.

Project Plan:				Team:		
Task/Phase	Start Date	End Date	Actual End	Name:	Role	Skill/Expertise
TBD				Chris Lindsey	Executive-level Sponsorship	
				TBD	Champion	
				Jen Prehn	Leader	
