

Define PEAK

P – Perform Mission

E – Evaluate Measures

A – Assess Outcomes

K – Keep Climbing

Main Theme: “Keep Climbing!”



The City of Las Cruces seeks to be a customer focused, higher performing organization through PEAK Performance achieving:

Better Customer Service.

Continuous improvements.

Transparency (Budget).

Communications with Departments and Staff
(Better Listening).



Key RESULTS

Peak Performance is intended to deliver the following Key Results identified by the Design Team:

- Building Confidence – Public, Council, Staff.
 - Public: Results the public receives for its money.
 - Council: Priorities/Themes being implemented.
 - Staff: Know they're doing what is expected of them.
- More openness, transparency, concreteness; less reactivity.
- Effective governance.
- Alignment, strategic focus from top-down, advancement of strategic direction.
- Integrated and better services, public trust, best application of funds.
- Sense of organizational confidence, alignment, trust among ourselves.



- ✓ Integrated management system that focuses people, resources and organizations on results for customers
- ✓ Organizational culture where the language, beliefs and behaviors are focused on results for customers



Integrated Management System



PEAK/Managing for Results Model

Customer	Results	Services/Outputs	Demand	Cost
Who will receive these services and experience the intended benefit?	What impact or Result do we want customers to experience?	What type and level of Services will it take to create this experience or Result?	What is the customer Demand for this Service?	What it Cost to deliver the desired performance?



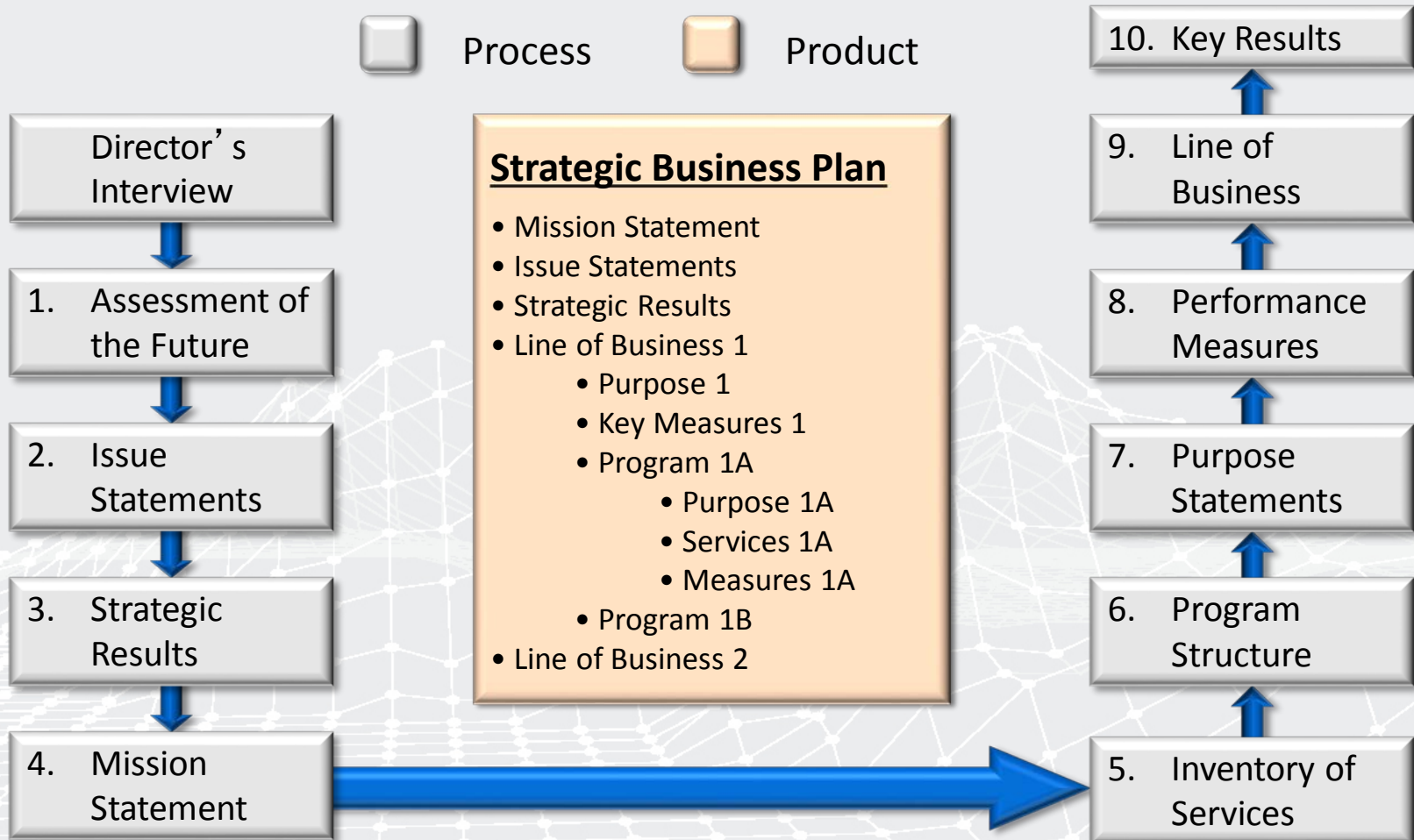
Consistent Methodology and Terminology



Process



Product



Department Strategic Business Plans assure that the Council's Strategic Plan will be implemented through Department Services and Programs.

Council Priorities:

- Capital Improvements & Infrastructure.
- Communication, Involvement and Follow-Up.
- Economic & Community Development.
- Education.

