



THE PROCESS PROS ■ your gateway to process improvement

City of Vancouver

Overview Practices



Results

- New, improved process for preparation of Council Agendas

Goals

- Make the process more efficient & effective
- Get a clear process outline (activities, timelines)
- Make the process more strategic
- Define accountabilities and performance

Working method

A workshop with key players involved was conducted. The itinerary of the workshop was:

- Identifying the driving issues in the process
- Sharing our insights and experience using this process in the City of Amsterdam, The Netherlands
- “The Stocking Factory”, a process game which is used to teach people the basic principles of process management
- Tying insights from the City of Amsterdam and The Stocking Factory back to the process of preparing the Council agendas and redesigning the process.

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