



Action Item 5

# BUSINESS IMPROVEMENT PROCESS

March 19, 2024



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## Mesa Water has Great Processes

- Finance: Annual Financial Report
- Facilities: 5-Year Capital Improvement Project
- District-Wide: Business Improvement Process

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## Formalizing the Business Improvement Process

- Received ideas from the Board
- Memorialize current best practice
- Ensure accountability and transparency
- Provide feedback loop for decision making

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## Annual Audits

- Mesa Water Annual Financial Report (AFR)
- Mesa Water District Improvement Corporation (MWDIC) AFR
- District-Wide Performance Audit
- Environmental, Health & Safety Audit
- Customer Services Audit
- NIST Information Technology Assessment (IT Operations & Cybersecurity)
- Gallup Employee Satisfaction

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## Department Assessments (Once every 6 years)

- Financial Services
- Administrative Services/Human Resources
- Engineering
- Public Affairs
- Customer Services
- Water Operations

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## Accountability

- Status of the Annual Audits and Department Assessments placed in the General Manager's Annual Review

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## Benefits

- Embraces the Board's Perpetual Agency Philosophy
- Board ownership of the process
- The process becomes formal, institutional and part of Mesa Water's culture
- Presents a process by which decisions can be made in a timely, relevant and actionable way

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## Recommendation

Adopt Resolution No. 1591 Formalizing the Business Improvement Process.

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# QUESTIONS?

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