



# Service Improvement in 2023-2026 - Presentation

Executive Committee

2022 December 14

# Recommendation

That the Executive Committee recommend that Council direct Administration to close out the Zero-Based Review program.



Administration is committed to continually finding ways to deliver **faster and better services for Calgarians**



The ZBR and SAVE programs have reached their conclusion, and we are **launching a new approach to service improvement for 2023-2026**

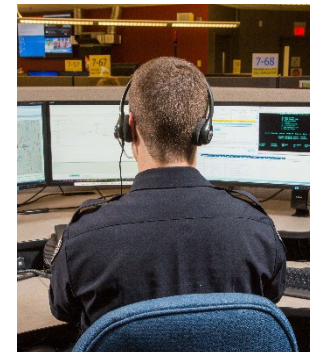
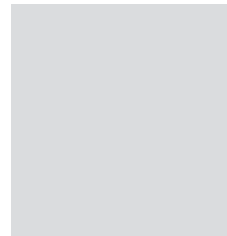
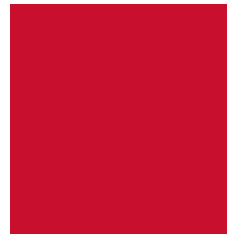
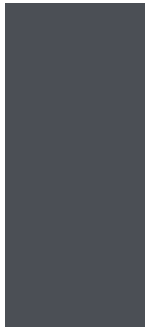
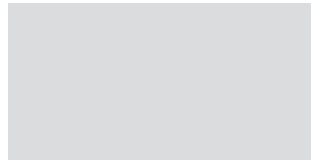


Our new approach will help ensure the **service improvement initiatives in the approved 2023-2026 Service Plans and Budgets are successfully delivered**

# Learning from ZBRs and SAVE, we are maturing our service improvement approach



# There are over 300 service improvement initiatives planned for 2023-2026





# Key strategies



## Energize

Provide support, capacity and expertise to service improvement initiatives through internal consulting services.



## Empower

Provide service improvement training, resources and networking opportunities for all employees.



## Amplify

Voice a unified story for Council and the public about our shared service improvement successes.



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