

City of Wasco	Human Resources Policies and Procedures		
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POLICY NUMBER	Standards of Excellence		City Council Approval 04/03/07
			City Manager Approval 04/03/07

Policy Statement

For the City of Wasco to achieve its mission of excellence in public service to the citizens of Wasco, every employee must share responsibility for specific standards that promote excellence. These standards, as defined by City Council, identify the basic requirements for a productive work environment. The standards include such relevant issues as ethics, leadership, communication, and respect, as well as other topics that provide the foundation for an organizational community in which a positive, productive and proactive environment can flourish. Management and employees share the responsibility for complying, promoting and accomplishing these standards.

Standard I. Leadership: Leadership actively engages City Council, staff, partners, and community stakeholders; and clearly articulates the City's mission/vision, values, performance expectations and results. The leadership system guides the City's approach to performance management, advocacy, customer responsiveness, continuous improvement, and achieving excellence. It is highly visible in the community and systematically focuses on strategic direction and community needs.

Standard II. Ethics: Staff is committed to the highest ethical standards in furtherance of our mission of public service. We recognize that we manage the City in trust for the people of Wasco.

Standard III. Communication and Relationship Building: We encourage open and candid communication at all levels of the organization. Differences are discussed openly and candidly.

Standard IV. Respect: We encourage differences in perspective and maintain openness to new ideas. We are committed to an environment that is inclusive and diverse. The City develops and implements a strategic plan for community programs and responses based on mutual issues, goals, and concerns of the City and the community.

Standard V. Accountability: We are committed to personal responsibility for achieving results and optimizing resources through customer-focused, proactive, and accountable actions. All levels of the organization have specific roles and responsibilities for meeting community objectives.

Standard VI. Infrastructure: We will develop processes and incorporate systems and policies to support, communicate, and institutionalize community objectives.

Standard VII. Kaizen (Continuous Improvement): We are committed to thinking continually beyond the norm, seeking to change the status quo, breaking the barrier of past expectations, and creating new and improved types of learning opportunities and services. The City establishes an ongoing process for evaluating community involvement strategies, activities, and programs, and their impact on the City and the community.