



City Launches RMPEX Performance Improvement Program *Organization Performance Across All City Departments Targeted*

STEAMBOAT SPRINGS, COLORADO-June 17, 2021-Building a better organization and one that is more efficient is the backbone of the Rocky Mountain Performance Excellence, a non-profit corporation which helps organizations improve performance and achieve results, that the City of Steamboat Springs is embarking on.

“I look forward to the program and improving systems alignment across the city and its departments,” commented City Manager Gary Suiter. “The city organization has a strong and dedicated team, but we can always improve, and this program will help us take our overall performance to a higher and more cohesive level.”

The city has elected to be a cohort member of the Expedition to Excellence (E2E) program, part of the Rocky Mountain Performance Excellence (RMPEX) Network. RMPEX, a 501(c) (3) non-profit corporation. The approach is based on the Baldrige criteria for Performance Excellence framework, a proven program that brings innovation and results to any organization.

The E2E path is a multi-organization and multi-sector cohort that is structured to Steamboat Springs on its own journey towards excellence. Adams County, Colorado, and Bryan Heart (a cardiovascular health clinic in Lincoln, Nebraska) are the two cohort organizations for the city.

The program focuses on seven key areas:

- Leadership: How upper management leads the organization, and how the organization leads within the community.
- Strategy: How the strategic decisions are established and implements strategic plans.
- Customers: How strong, lasting relationships with customers are built and maintained.
- Measurement, Analysis, and Knowledge Management: How efficiently data is used to support processes and manage performance.
- Workforce: How the workforce is involved and empowered.
- Operations: How key processes are designed, managed, and improved.
- Results: How good is performance in terms of customer satisfaction, finances, human resources, supplier and partner performance, operations, governance, social responsibility, and how the organization compares to its competitors.

“While common and best practices exist, there is no “one-right-way” to achieve excellence within a municipal government,” said Deputy City Manager Tom Leeson. “Using existing success and learnings will advance our progress as an organization and ultimately the community we serve.”

The Rocky Mountain Performance Excellence program will run through January 2022 and costs the city \$10,000. A four-person steering committee will oversee the program and rely on cohort category teams as well as the city’s leadership team made up of seven team member each, respectively.

-WeServeTheCity-

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