



Innovation Program

Agenda

- Review of Goals
- The Program
- Supplemental Documents



Goals of Innovation Plan

- Agility to identify and meet community needs in a more timely manner
- Reduced turnover / improved employee engagement
- Improved resource attraction
- Competitive advantage
- Cost Savings
- More efficient use of resources
- More efficient systems and processes
- Proactive mindset – allowing improved industry methods/standards



Innovation Program

Mission Statement:

- To unleash the power of innovation in ALL Town of Drumheller team members and volunteers, by offering peer coaching, recognition and tools to empower staff to collaborate for positive change!
- Definition of Innovation: Any action that makes how we work better, or business better and / or community better through increasing the value of the service provided or lowering the cost.



Internal Innovation Program

- Two Initial Programs to Inspire and Drive Innovation

1. Team Innovation Planning

2. Suggestion Box



Team Innovation

- **Team Development:** What are the areas of opportunity within the Team and skill gaps to work on improving that will help us feel more confident in our roles and succeed in providing exceptional service to our community.
- **Service Innovation:** what are the areas of opportunity to improve existing services, create new services similar to our core and offer new service lines of business. How can we streamline how provide our services.
- **Technology Innovation:** what are the areas of opportunity to increase technology use, create more efficient technology, expand technology across working groups and leverage new technology in the market.
- **Process Innovation:** what are the opportunities to redesign our traditional work practices and process to run faster and more efficiently.
- **Market / Customer Base Innovation:** what are the opportunities available to grow our market base or reach new markets/customers.



Team Innovation

- Opportunities will be prioritized and individual team members will take responsibility for an opportunity.
- Team Members will be asked to:
 - P** Prepare: research/review the current situation
 - A** Assess: based on leading best practices, what are options to improve
 - C** Collaborate: using the diversity of knowledge, experience and passion work with others in the organization to develop the solution
 - E** Experiment: Use it, try it out, is it a success, does it need to be adjusted, or go in a whole new direction and head back to the drawing board



Reporting

- Manager's will be responsible for sharing their Team's Innovation plan and status updates at bi-weekly team meetings
- Upon Completion and more detailed summary of the success or learnings from the initiative will be provided that also outlines how it improved how we work better, made our business better and/or our community better through increasing the value of the service provided or lowering the cost.



Innovation Suggestion Boxes

- 3 boxes set up at PW, BCF and Townhall
- Reviewed bi-weekly
- Accountability assigned to appropriate team/individual and added to Innovation Plan document.



Innovation Program Supports

Innovation Team: supports larger initiatives and provides coaching support for individuals working on researching, developing and implementing new initiatives.

- The Team: 1 Manager or Senior Leader and 3 team members – one from Public Works, Recreation and Townhall.
- The members would become LEAN certified and Change Management leaders for our organization.
- The Innovation Team would help develop and evolve the initial Innovation Program to ensure engagement and success.



Recognition and Reward

- Team Members would be recognized for their exceptional work on innovation through the Dino Innovation Award Program
- Program would provide awards 2x/year
- Nominations submitted Dec – May & June –Nov
- Nominations review blindly by Awards Committee
- 1 Winner selected receives \$250 and framed certificate



External Innovation Opportunities

- Crowd-Sourcing
- Inter-Municipal Innovation team
- Innovation Procurement from the public



Thank you...

- Feedback
- Next Steps

