



Governance & Corporate Excellence

Key Result: Deploy a continuous improvement program and conduct training with a cohort of staff

Continuous Improvement is a structured approach to innovation in programs and services. The City committed to this approach when it created a Centre of Excellence in Continuous Improvement in 2025.

What changed

Following the launch of the Centre of Excellence, all staff have now received basic, level 1 training in process improvement. Some staff have also received levels 2 and 3 continuous improvement training and in 2026 the Centre delivered training in project management and change management as well. This empowers staff to make improvements, both big and small, to how the City does its work. This directly reduces waste and cost and can speed up how quickly services are delivered for residents.

Why it matters

Residents expect the City listen to feedback and to improve its programs and services. With training and support staff now identify and fix issues where there might be duplication or waste that makes the services less effective or efficient. Residents benefit from an improved experience whether its submitting permit applications online instead of coming to City Hall or receiving inspections for business licenses faster because Fire and Building inspectors coordinate their visits. Residents also benefit indirectly where cost savings can be found through improvements made by staff across all departments. To date over \$300,000 in potential savings have been identified through continuous improvement projects across the City.



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