

*"Working Better, Together"*

# City of Tucson

## APWA Process Core Employee Team Managers

To volunteer to assist or for more information on the process in each Department, contact:

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## What's APWA?

The American Public Works Association is an organization of public agencies, private sector companies and individuals dedicated to providing high quality public works goods and services.

## The Bottom Line:

The APWA Process will create a framework for continuous improvement & excellence in . . .

- Employee Safety
- Customer Service
- Work Practices
- Job Satisfaction
- Professional Accomplishment

# APWA Self Assessment and Accreditation

*What it Means  
to You*

An  
Internal Process  
Improvement  
Program for the  
City of Tucson



Tucson Department of Transportation  
Tucson Water  
Department of Operations  
Environmental Services Department  
APWA Assessment • Accreditation  
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# The City's Objectives

# Self Assessment

# Benefits

for the APWA process are:

- To enhance organization and self improvement
- To raise standards
- To create a process evaluation and education program
- To recognize good performance and maintain and improve performance
- To increase professionalism
- To instill pride among staff and the local community



**The teams**  
will direct the Departments  
through a 5-phase process:

- **2003-2004**
  - 1) Application
  - 2) Self Assessment
- **2005**
  - 3) Improvement
- **2006**
  - 4) Evaluation
  - 5) Accreditation

Self Assessment is an internal review of a Department's practices and procedures. It helps to determine how policies, procedures and practices compare to recommended practices identified by nationally recognized experts in the field of public works.

## Self Assessment will:

- Improve effectiveness
- Promote staff and community pride
- Clarify budget needs
- Identify operation and management needs
- Enhance professional image
- Promote team work and staff development
- Encourage interdepartmental coordination
- Identify duplication and wasted efforts
- Promote public awareness
- Improve communication
- Prepare for agency accreditation



of Accreditation will be:

- Improved customer service
- Improved employee satisfaction
- Improved management practices
- Improved process for conducting needs assessment
- Increased productivity and effectiveness of operations



The accreditation portion of the process means formal recognition of these four City Departments for compliance with practices set forth in the *APWA Public Works Management Practices Manual*.