

# MDARD. STRIVING FOR...

## EMPLOYEE ENGAGEMENT

**+90%**

Over 90% of staff have a bi-weekly conversation with their supervisor to ensure program and staff performance.



Holds quarterly all-supervisors meetings to ensure continued professional development and cross-silo communication.



FOOD SAFETY, HUMAN & ANIMAL HEALTH



ENVIRONMENTAL SUSTAINABILITY



ECONOMIC DEVELOPMENT



EFFICIENT EFFECTIVE GOVERNMENT

## SHARED VISION: FOUR KEY GOALS

### MEASURABILITY

Developed 134 outcomes that clearly define our key goals.

### ACCOUNTABILITY

Consistent performance measurement to ensure the achievement of these outcomes.

## ACHIEVING EXCELLENCE



### CONSOLIDATED LICENSING & INSPECTION SYSTEM

- › Increase productivity
- › Improve customer service
- › Enhance citizen access

**42%**

of bureaucratic barriers eliminated to improve customer service.

**30**

### PROCESS IMPROVEMENT ANALYSES

- › Eliminate Waste
- › Increase Efficiency

### REPEALED



Efficiency. Effectiveness. Value. Customer Focus.