



OFFICE OF THE CITY MANAGER
CITY OF *CORAL SPRINGS* FLORIDA

Michael S. Levinson
City Manager

On behalf of the entire City staff, City Commission and volunteers, thank you for interest in learning about our City's quality journey. I am sure the information we have will be valuable on your organization's path to performance excellence.

I am proud that Coral Springs is the first local government in the nation to earn the prestigious Malcolm Baldrige National Quality Award. Along with that comes a responsibility to share with other cities how we have become a government that focuses on customer needs, outstanding results and top performance management practices.

While it is truly an honor to receive this award, what helps our organization most is the feedback from Baldrige examiners. Their feedback reports allow us to implement many process improvements that directly benefit our customers. This process has proven useful to local governments and corporations throughout the nation. Implementing the Baldrige criteria and receiving evaluations helps to constantly sharpen an organization's skills in customer service, process management and data analysis.

Our efforts to implement quality management principles have spanned more than a decade. Our business model took us from a typical government entity to a high-performance municipal corporation. In 1995, we instituted the strategic and business planning system we use today, which allocate resources strategically through data-driven decision making.

We hope this site that will be useful to you and your organization. Know that we're here to help you on this wonderful journey, that isn't about the award, but about continuous process improvements. Good luck to all of you!

Sincerely,

Michael S. Levinson