



QUALITY MANUAL

Rev: 8 | Revision Date: 1/4/2018

City of Fort Lauderdale Quality Manual

Quality Management System- FL²STAT

*Certified ISO 9001:2008
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Certificate #53058*



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A. The City of Fort Lauderdale

The City of Fort Lauderdale was incorporated on March 27, 1911, and provides municipal functions and services under the Commissioner-Manager form of government. The City encompasses 36 square miles and is located within Broward County, on the southeast coast of Florida. The organizational structure consists of four charter offices and nine operating departments. Detailed information pertaining to the City of Fort Lauderdale and all municipal services may be found on the City's official website, www.fortlauderdale.gov.

<p>Geographic Location of the City of Fort Lauderdale within Broward County, Florida</p>	<p>City of Fort Lauderdale City Hall</p>

B. ISO 9001:2015 Terminology Compared to City of Fort Lauderdale Terminology

ISO 9001:2015 Terminology	Fort Lauderdale Terminology
Internal Audit	Internal Quality Reviews
Non-Conformity	Area for Improvement
Organization	City of Fort Lauderdale
Quality Objectives	Core Processes
Employee	Community Builder



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C. References

The following procedures and systems are in place at the City of Fort Lauderdale to standardize the implementation of ISO 9001:2015 Requirements.

Requirement	Reference Title	Description
4.1	Department Business Plans	City of Fort Lauderdale departments have identified internal and external issues that may have a positive or negative impact on their ability to continually deliver quality services that meet the needs and expectations of neighbors and other interested parties. These issues have been identified and described in each department's respective Business Plan.
4.2	Department Business Plans	City of Fort Lauderdale departments each have a unique set of interested parties whose needs and expectations may change over time. Interested parties are defined as individuals or organizations that can affect, be affected by, or perceive to be affected by City of Fort Lauderdale decisions, activities, or services. Interested parties have been identified in each department's respective Business Plans. Acknowledgement of the department's interested parties at the beginning of the Business Plans demonstrates how services are aligned with, and continually meet, relevant needs and expectations.
6.1	Department Business Plan and Annual Budget	Risks are addressed through the Annual Budget process. City of Fort Lauderdale departments identify risks in their respective Business Plans, by identifying the department's existing internal and external challenges and future opportunities and threats. Departments use their identified challenges and future opportunities and threats to make budget modification requests for those determined to be high priority. Any challenge, opportunity, or threat that does not receive a budget modification is considered an accepted risk, the status of which will be reassessed the next year.



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Requirement	Reference Title	Description
6.2	Core Processes	Established Department Core Processes are documented, maintained, tracked, and reported in the City of Fort Lauderdale's Performance Management Software, ClearPoint. Results are communicated and discussed in accordance with the Management Review Procedure.
7.1.5	Monitoring and Measuring Equipment Procedure	<p>Outlines the labeling, information, and records needed to ensure applicable monitoring and measuring equipment and tools are calibrated and maintained to appropriate standards in order to:</p> <ul style="list-style-type: none"> • verify their suitability for use, • prevent the use of damaged or defective monitoring and measuring equipment and tools, and • take appropriate action to correct damaged or defective monitoring and measuring equipment and tools.
7.2	Training Procedure	Outlines the City of Fort Lauderdale's approach to determining necessary job competencies, ensuring Community Builders are competent, the actions to take should a Community Builder need to acquire additional competencies, and how Community Builders' competencies are evaluated.
7.5	Control of Documents Procedure	Outlines the documents to be maintained to ensure compliance with the ISO 9001:2015 standard, and the necessary information and approvals to ensure the documents are controlled, as outlined in ISO 9001:2015 7.5.2 and 7.5.3.
8.4	Evaluation of Suppliers Procedure	Outlines the process the City of Fort Lauderdale uses to evaluate, select, monitor the performance, and re-evaluate external vendors or contracted agencies performing work or providing services for or on behalf of the City of Fort Lauderdale.



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Requirement	Reference Title	Description
8.7/10.2	Area for Improvement (AFI) and Corrective Actions Procedure	Outlines the process the City of Fort Lauderdale uses to identify, correct, and minimize re-occurrences of areas for improvement.
9.2	Internal Quality Review Procedure	Outlines the process the City of Fort Lauderdale uses to plan, conduct, record, and communicate the results of Internal Quality Reviews to ensure continued compliance with the ISO 9001:2015 Standard.
9.3	Management Review Procedure	Outlines the process the City of Fort Lauderdale uses to conduct Management Reviews, to ensure all aspects as outlined in ISO 9001:2015 9.3.2 and 9.3.3 are discussed, and decisions and actions recorded, as evidence of the results of management review meetings.
10	Process Improvement Program (PIP)	A lean program managed by the Structural Innovation Division to identify opportunities for improvement and implement actions to improve City services and programs, to either meet interested parties' needs and expectations, or to enhance satisfaction levels with City services and programs.

D. Scope of the Quality Management System (ISO 9001:2015 Requirement 4.3)

This Quality Manual describes the Quality Management System (QMS) in place at the City of Fort Lauderdale. The City refers to the QMS as FL²STAT, and the system is consistent with ISO 9001:2015 quality standards. Through the ISO 9001 certification and continual implementation of the QMS, the City demonstrates its commitment to providing consistent, quality services that meet the needs and expectations of its neighbors and other interested parties, and aims to enhance neighbor satisfaction with City services through process improvement and advancement.

Based on identified internal and external issues, and the needs and expectation of interested parties, the City of Fort Lauderdale has defined the scope of the QMS as follows:

- The City Manager's Office Divisions of Budget/CIP & Grants, Housing and Community Development, Neighbor Support, Professional Standards, Strategic Communications, and Structural Innovation.
- The City of Fort Lauderdale Departments of Finance, Fire Rescue, Human Resources, Information Technology Services, Parks and Recreation, Police, Public Works, Sustainable Development, and Transportation and Mobility.
- The Charter Offices of the City Attorney, City Auditor and City Clerk are not included within the scope.



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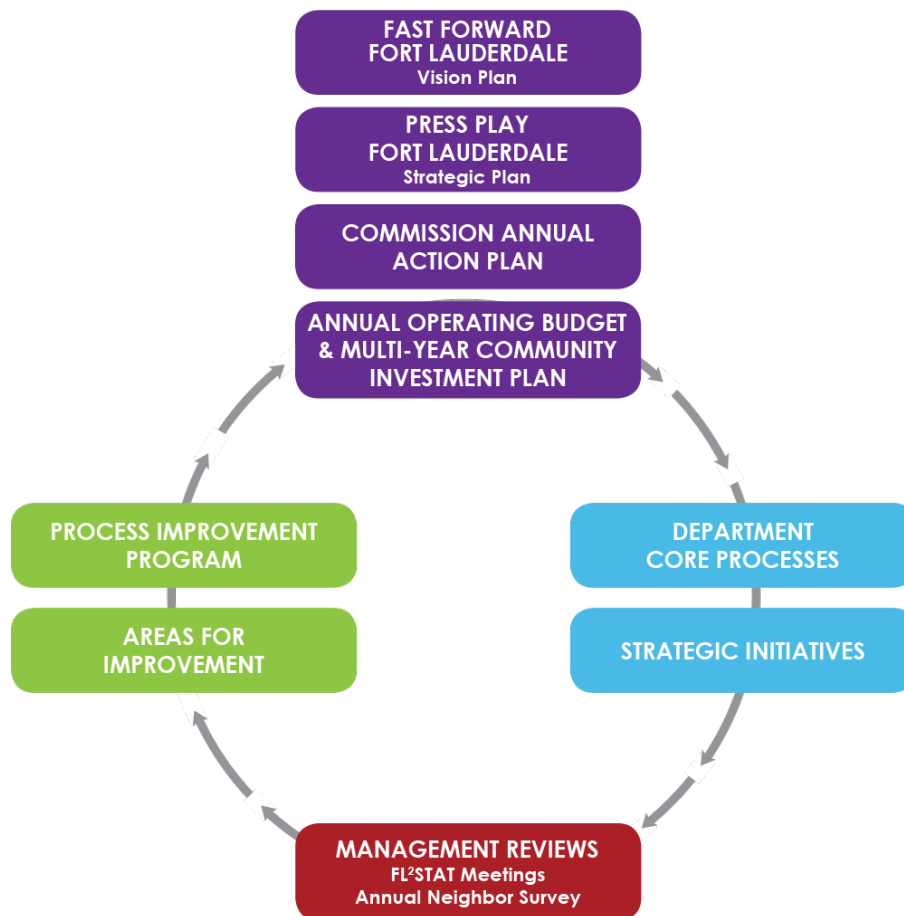
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The following ISO 9001:2015 requirements are excluded from the scope of the City of Fort Lauderdale's QMS:

- Requirement 8.3 Design and Development of Products and Services is excluded since design activities are contracted to outside agencies.
- Requirement 8.5.1f concerning the validation and periodic revalidation is excluded since all services are verified prior to deployment.

E. The Quality Management System and its Processes (ISO 9001:2015 Requirement 4.4)

The City of Fort Lauderdale has adopted a process approach described in the following QMS model. The QMS is maintained and continually improved through the use of the Quality Policy, performance management, neighbor survey results, management reviews, corrective actions associated with areas and opportunities for improvement, and process improvement.



F. Leadership and Commitment (ISO 9001:2015 Requirement 5.1)

The City of Fort Lauderdale's top management is defined as the Executive Strategy Team (EST), and consists of the City Manager, Assistant City Managers, and Department Directors. Top management is committed to implementing and maintaining a QMS in accordance with ISO 9001:2015 quality standards.



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G. Quality Policy (ISO 9001:2015 Requirement 5.2)

The City of Fort Lauderdale is committed to providing the highest quality of public services and to continuously improve service delivery for our neighbors through the implementation of FL²STAT, our quality management system.

The mission of the City is “We Build Community” where residents are considered neighbors and employees are considered Community Builders. We provide high quality public services by:

- Identifying and addressing the community priorities of our neighbors;
- Collaborating across departments and contributing to shared goals;
- Ensuring accountability, transparency and measured results through performance management and process improvement;
- Innovating and streamlining our services in order to increase value and reduce waste; and
- Developing and improving our professional competencies.

H. Organizational Roles, Responsibilities, and Authorities (ISO 9001:2015 Requirement 5.3)

Organizational roles, responsibilities, and authorities are defined and documented in department organizational charts and within job descriptions. The responsibilities and authorities outlined in ISO 9001:2015 Requirement 5.3 have been assigned, by approval of the Quality Manual, to the City Manager’s Office Division of Structural Innovation.

I. Resources (ISO 9001:2015 Requirement 7.1)

The City of Fort Lauderdale provides the resources necessary for the establishment, implementation, maintenance, and continual improvements of quality services.



People



Infrastructure



Environment



Monitoring and Measuring Resources



Organizational Knowledge



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J. Operational Planning and Control (ISO 9001:2015 Requirement 8.1 and 8.2)

It is the City of Fort Lauderdale's policy to identify the requirements of the community. Top management establishes processes, and provides resources specific to service delivery. Planning is conducted in accordance with the QMS through FL²STAT. Departments determine the following:

- Implementation of strategic goals and core processes;
- The specific resources needed to deliver their respective services; and
- The means of monitoring, inspecting, testing, and/or verifying to make sure requirements are met and services are delivered as planned.

The City of Fort Lauderdale determines and provides for community requirements through *Fast Forward Fort Lauderdale 2035* (the community's long-term Vision Plan), *Press Play Fort Lauderdale 2018* (the medium-term strategic plan), the Commission Annual Action Plan, annual Neighbor Survey, annual Operating Budget, and the multi-year Community Investment Plan. During this process, community and regulatory requirements are identified, as well as any other aspects that may affect the proper execution of City services.

K. Service Provision (ISO 9001:2015 Requirement 8.5)

The City of Fort Lauderdale provides services in a way that achieves reliable and standard performance levels. To ensure services are performed consistently, departments utilize (as necessary) the following:

- Information about the assigned field of service;
- Procedures, work instructions, checklists, and/or forms;
- Suitable equipment to perform the service;
- Availability and use of monitoring and measuring equipment (ex. measuring tapes, scales, gauges, cameras, etc.); and
- Internal support and maintenance.