



FL²STAT - Our Approach To Continuous Exponential Improvement

QUALITY POLICY

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.

A handwritten signature in blue ink, appearing to read "Ron Feldman".

City Manager

November 7, 2016