

**SPECIAL MEETING  
BOARD OF MAYOR AND ALDERMEN  
(Total Quality Management Workshop)**

**September 26, 2000**

**5:30 PM**

Mayor Baines called the meeting to order.

The Mayor called for the Pledge of Allegiance, this function being led by Alderman Sysyn.

A moment of silent prayer was observed.

The Clerk called the roll. There were ten Aldermen present.

Present: Aldermen Wihby, Gatsas, Levasseur, Sysyn, Clancy, Pinard,  
Vaillancourt, Pariseau, Thibault, O'Neil

Absent: Aldermen Shea, Cashin, Hirschmann, Lopez

Mayor Baines requested Mark Hobson, Human Resources Director to begin the presentation.

Mr. Hobson introduced Dr. Gerry King, several members of the Quality Council, and other invited guests to the Board. He then introduced the concept of Total Quality Management and the history of the process. The process began in 1995 with a group of department heads and elected officials called the Quality Management Committee. In 1999, the original Committee dissolved and reorganized. They have expanded both the scope and the membership to focus on "total" quality management and invited a broader group of City employees, elected officials and public representatives. Mark then read the Quality Council's Vision Statement and Mission Statement. He then presented the Quality Council Charter to the Board of Mayor and Aldermen. The Charter will then be brought before the Human Resources and Insurance Committee.

On motion of Alderman Thibault, duly seconded by Alderman Gatsas, it was voted to refer the Vision and Mission Statements to the Committee on Human Resources/Insurance.

Dr. King discussed Total Quality Management in a nutshell. She stressed the importance of commitment by everyone from top management on down. She then explained the TWM structure and how the committees and teams are established and what their responsibilities are. Dr. King responded to several questions and concerns presented by several Aldermen.

Ms. Slagle presented a chronological list of the history of Total Quality Management. She discussed some of the initiatives the committee is working on such as the employee survey done recently a copy of which the Aldermen requested be forwarded to them.

Mr. Hobson stated the bottom line was to get a better work force, improve the process, decrease costs, improve delivery, and improve morale noting employees are the City's best marketing tools.

Those Board members presented request that the Quality Council Committee submit quarterly reports to the full Board noting such report to include cost saving ideas submitted by employees and asked that a tracking system be established to monitor those ideas.

There being no further business to come before the Board, the meeting was adjourned at 6:45 PM.

A True Copy. Attest.

City Clerk