

BPU Meeting

Human Strategies, LLC
Oct 2, 2019

Human Strategies, LLC



- ***Who are we?*** We are a veteran and woman-owned, New Mexico small business dedicated to improving quality of life in the communities we touch
- ***Our Vision:*** A better world through better organizations

Workshop Ground Rules



- Be an angel's advocate
- Free and open discussion
- There are no bad ideas
- Practice active listening
- Commit to agenda boundaries
- Practice laser messages

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What is a laser message?



- Clear, concise, focused
- Requires thinking before speaking
- Non-repetitive
- As told on a 3-story elevator ride
- 60 seconds or less

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Agenda



1. Introduction to DPU Key Systems



2. Affirm/Revise mission, vision, values



3. Preview FY2021 Focus Areas and Goals



4. Review community input processes and future actions



1. Introduction to DPU Key Systems



What should you do with these systems models?



Communicate to new and all employees

- Embed in new employee orientation
- Managers present to employees
- All-Hands

Improve sales, marketing, branding

- Place on website as appropriate

Developing relationships with partners and other stakeholders

- Use in key accounts meetings
- Use in communicating to County Council, customers, etc.

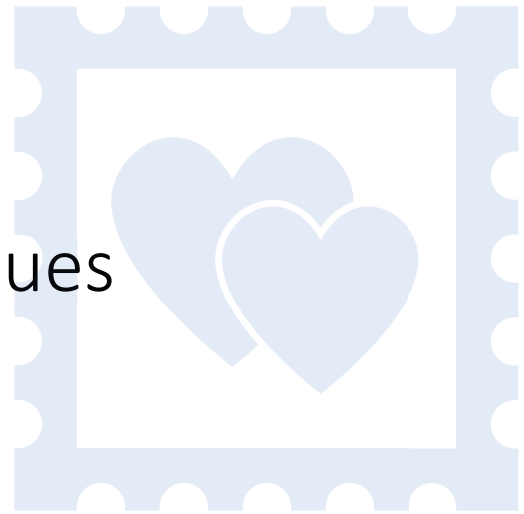


Key Systems Review

- PP I-V Intro to Profile
- P1: Leadership System
- P4: Governance System
- P6: Strategic Planning System
- PP8-9: Focus areas, goals, obj.
- P15: Performance Measurement
- P16: Comparative Data Selection
- P17: Performance Analysis
- P19: Data Quality System
- P21: Organizational Learning
- P25: Workforce Engagement
- P29: Process Design
- P32: Innovation Management



2. Affirm/Revise mission, vision, values



Mission Vision Values



- **Mission**

- Provide safe & reliable utility services in an economically & environmentally sustainable fashion

- **Vision**

- Be a high performing utility matched to our community, contributing to its future with diversified & innovative utility solutions

We Value:

- **Customers** by being service oriented & fiscally responsible
- **Employees and partners** by being safe, ethical & professional organization that encourages continuous learning
- **Natural resources** through innovation & progressive solutions
- **Community** by being communicative, organized & transparent



3. Preview FY2021 Focus Areas and Goals



DPU Focus Areas and Baldrige Results



DPU

1. Operations & Performance
2. Financial Performance
3. Customer & Community
4. Workforce
5. Environmental Sustainability
6. Partnerships

Baldrige Results Areas

1. Product & Process
2. Financial, Market & Strategy
3. Customer Engagement
4. Workforce
5. Leadership, Governance & Societal

Focus Areas and Goals Review and Priority



- What would you change?
- What would you add?
- Multivote on Objectives using n/3 rules
 - You have 8 votes to indicate which objectives you feel should be high priority
 - You can split your 8 votes any way that you choose
 - Vote once for 8 objectives
 - Put all 8 votes on one objective
 - Anything else in between!



4. Review community input processes and future actions



Key System: Customer Communication System



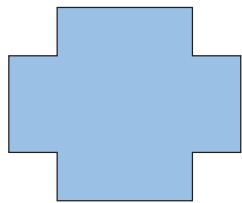
P11: Figure 3.1-2
shows the many
ways DPU
listens,
interacts, &
observes all
customer
segments:

- Residential
- Commercial
- Large
- Former
- Potential

Also a variety of
data types:

- Product
- Customer service
- Transaction based

5. Plus/Delta



Plus: state what you
liked about today

Delta: state what you
would change about
today

