

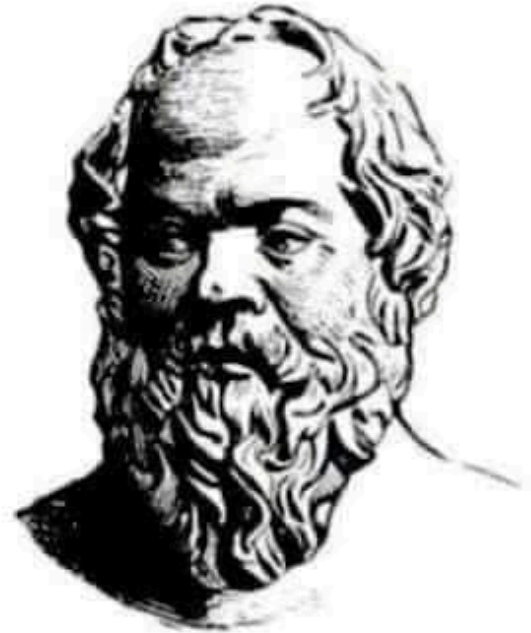
Blender Session

Incremental Improvement



RJ Lott, AICP, CPM
Community Development Director
City of Pullman

"ehh, good enough"



- Mediocrates



Sahil ✓
@shl

Don't think you deserve the job?
Apply for it anyways.

Don't think your article is good
enough? Publish it anyways.

Don't think they'll reply to your email?
Send it anyways.

Don't self-reject.

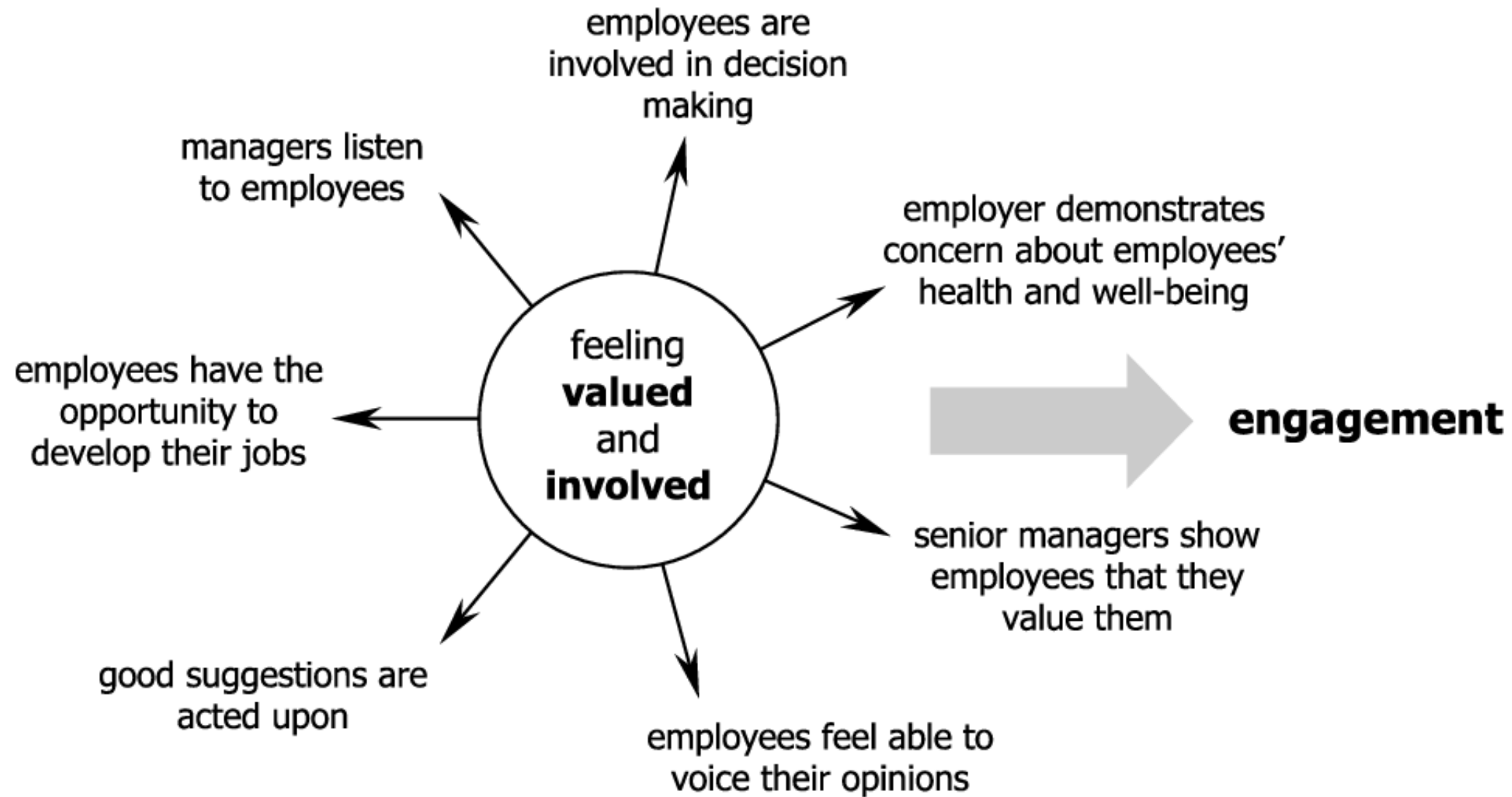
Kaizen

- ▶ Kaizen is an approach to creating continuous improvements based on the idea that small, ongoing positive changes can reap significant improvements.

改善

Kai = Change

Zen = Good



Source: IES, 2003 (Robinson et al., 2004)



Successful Suggestions by Staff

- Consolidated applications for sign permits.
- GIS mapping for public notices.
- Integrated monthly newsletter.
- Centralized calendars.
- Applicant email preferences.
- Increased website capacity for public comment periods.

Thank You!

