

City
of Asheville
North Carolina



Business Performance Consulting

Finance Committee

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Character of BPC Services

Mission:

Continuous Improvement & Excellent Service

- Self-evaluation
- Self-assessment
- Strategic improvement



Method:

- Evaluate existing conditions (“what is”)
- Compare to a standard (“what should be”)
- Provide guidance and recommendations

Program Definition



Independent, objective assurance and consulting designed to add value, improve the City's operations and identify cost savings.

The program is designed to help the City accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Keys to Success



Independence:

- Ability and authority to evaluate objectively and independently

Conflicts of interest
External/Internal pressure

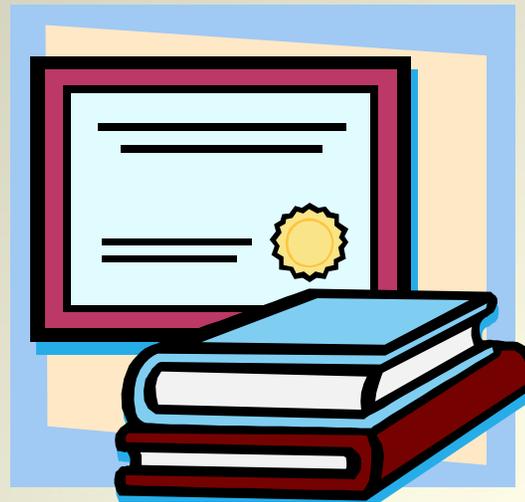
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Keys to Success



Staff Expertise:

- Education
- Experience
- Competencies



Keys to Success



Transparency:

- Evaluations and conclusions transparent
- Critical for stakeholder buy-in



Planning



Critical factors:

- **Understanding**
City organization, strategic plan, operations
- **Development of service priorities and strategies**
Significant activities and relative risk
- **Dynamic planning**
Changing objectives -- keeping up with internal/external factors

Program Charter



- Review City of Asheville established systems for compliance
 - policies, plans, procedures
 - laws, regulations, and contracts

Program Charter (cont.)



- Asset Review
 - Safeguarding
 - Existence
- Use of City Resources Review
 - Economy
 - Efficiency

Program Charter (cont.)



- Operations Review
 - Are results are consistent with established objectives and goals?
 - Are operations and/or programs being implemented as intended by management?

Program Charter (cont.)



- Strategic and Business Performance Goals Review
 - Evaluate goals
 - Provide guidance and benchmarks
 - Ongoing review services

Conclusion



- Program launched in February, 2014
- Solicited requests from Department Directors and Management
- Project schedule is already populated for 18 months