

## STAFF REPORT

To: Finance Committee Date: March 25, 2014  
Via: Gary Jackson, City Manager  
From: Barbara Whitehorn, Director of Finance and Management Resources  
Prepared by: Rhonda Devan, Audit Services Manager and Frank McGowan, Strategic Planning and Performance Manager  
Subject: Business Performance Consulting

Summary Statement: Overview of the City's newly launched Business Performance Consulting Program.

Review: This new program is an internal service to help Department Directors and Division Managers with their ongoing efforts to continually identify cost savings and improve operational efficiencies and effectiveness.

Strategic Operating Plan: This program will help the City of Asheville on an ongoing basis to self-evaluate, self-assess and adjust to meet the City's strategic plan and objectives.

Pros:

- Provides tools to assess operational performance and identify cost savings
- Develops a systematic, ongoing process for identifying and addressing areas of concern
- Provides ongoing monitoring of processes for regulatory compliance
- Assesses risk and identifies control weaknesses in a proactive manner

Cons:

- Limited resources

Fiscal Impact: Cost savings; operational efficiency/effectiveness

Recommendation: No committee action required