



Edina IQS

Our work with residents, coworkers and other customers is defined by Integrity, Quality and Service, the "Edina IQS."

Performance has two parts: WHAT and HOW.

It is important that our employees know not only what their job duties are, but also how they should go about their work. For example, we won't be successful if an employee is technically great at a task, but he or she alienates his or her customers in the field.

Values define HOW we will go about our work.

Values represent our commitment to our residents, customers, and each other in terms of how we will go about our work. Our values will also highlight what distinguishes our City from other organizations; in the business world, our values would be our competitive edge.

The Edina IQS reflect what is most important to us.

We used a very deliberate, thoughtful process to define our values. During the process, which included an employee survey and mini-retreat, we asked you to tell us what values were present when we were working at our best. Our values are the product of that input.

Consistency differentiates great organizations from good ones.

Our values reflect our best strengths but consistency in action - every day, every department, and every customer - is one of the things that separate good organizations from great ones! By defining our core values, we are working towards that consistency. Today Edina is a good organization. We want to be a great organization. And for us to excel in our roles, we need to know that all departments are equally committed to that level of performance.

Our values will be part of how we hire, train, evaluate, and recognize our staff.

Our values will be incorporated into all of our HR systems, including the selection of new employees and the training and performance review process for new and existing employees. This will help build consistency across our organization.

Our success depends on YOU!

Employees face decisions every day that offer opportunities for us to demonstrate our values. Do we go out of our way to help customers even though business hours are over? Do we help another department even though it may disrupt our day? Do we brainstorm ways to solve a resident's concerns or do we just say, "those are the rules?" We have a great reputation for doing the right thing – let's build on that tradition!