

# CYCLE OF PERSONAL OWNERSHIP

NOVEMBER 2019 WINNER



CHELAN COUNTY



# LORETTA COONFIELD

Loretta is doing a wonderful job as the Finance lead on the C2M customer billing system implementation. She has been meticulous in her testing and support for Treasury and Cash Management. She has been diligent in tracking all issues found during testing and is constantly working to find a solution on all that occur. Her efforts have allowed Treasury to minimize their staff resources needed to perform testing. She has taken responsibility and ownership in her lead role and has been an asset to the Treasury department on this project.

# TODD WALSH

I would like to recognize Todd Walsh for modeling the Cycle of Personal Ownership and Operational Excellence during the review of our initial Technology Roadmaps. We took on an assignment to have a third party review of our Technology Roadmaps with a very limited timeframe and limited availability of key resources. Todd recognized a need for a liaison between the consultant and the large internal project team. Todd stepped up and took personal responsibility to coordinate the internal team of about 20 people for on-site meetings with the consultants and then follow-up conference calls through the completion of the project. The project was completed within the short time frame and with good internal resource participation. In addition to liaising, Todd also had a continuous improvement mindset in looking for innovative ways to illustrate technical interdependences for better understanding and planning of our long-term roadmaps. Thank you, Todd, for seeing a need and taking the lead.