

Company Values

VALUES, BEHAVIOURS & ACTIONS

VALUES	BEHAVIOURS	ACTIONS
ENTREPRENEURIAL 'Head' How we think	<p>We will champion new ideas</p> <p>We will deliver great results</p> <p>We will always be improving</p>	<ul style="list-style-type: none"> - New ideas fund/prize, innovation pilot teams - Shared physical and online whiteboards - Regular fact-find missions and guest speakers - Introduce MIY Excellence Awards - Pioneer new value-add revenue models - Build evidence/research for valuable outcomes - Cross departmental management buddy scheme - 'Project Review and Delivery Challenges' sessions - Positive learning from our mistakes sessions

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<p>COLLABORATIVE 'Hand' How we do</p>	<p>We will thrive on partnership</p> <p>We will share our resources</p> <p>We will empower our teams</p>	<ul style="list-style-type: none"> - Allocate responsibility to definitive Partner list - Develop Key Account approach and CRM system - Regular companywide 'bonding' e.g. away-days - Cross department 'Fresh Eyes' sessions on projects - Internal Communications Plan to inform/inspire - Share MIY SLA and Ops Plan as 'open challenge' - Design all projects with Team/Objective/Outcome - All projects have a clear lead, owner or champion - Instil best practice project delivery practices
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<p>RESPECTFUL 'Heart' How we feel</p>	<p>We will put customers first</p> <p>We will do what we say</p> <p>We will be true to our City</p>	<ul style="list-style-type: none"> - Develop one-stop customer service charter - Regular customer focus and feedback sessions - Engage end customer in project/solution design - Develop processes around customer journey - Invest in customer service training for all - KPI's around ownership and accountability - Regular meetings with all key stakeholders - Regular meetings with all political parties - Ensure private sector fully engaged
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<p>AMBITIOUS 'Spirit' What drives us</p>	<p>We will make York the best place it can be</p> <p>We will make MIY the best company it can be</p> <p>We will become the best team we can be</p>	<ul style="list-style-type: none"> - Regularly track health/strength of York brand - Research local/international competition - Benchmark/learn from best-in-class places - Celebrate and reward big and small successes - Deeply embed and live the Values and Behaviours - Benchmark/learn from best business practices - Transparent policies and performance measures - Align reward/appraisal/training to drive values - Performance and progression plans for all
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