

<b>TO:</b>	<b>CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE SERVICES COMMITTEE MEETING ON MONDAY MARCH 26, 2012</b>
<b>FROM:</b>	<b>CATHARINE SAUNDERS CITY CLERK</b>
<b>SUBJECT:</b>	<b>ISO AUDITS AND CERTIFICATION OF ELECTION PROCESSES</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the City Clerk, the ISO certification of the municipal election process **BE DISCONTINUED** after this year's certification process.

<b>BACKGROUND</b>
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ISO certification is recognized as a quality standard for conducting business on a national and international scale. In February of 1998, the City of London's Small Business Task Force identified the desirability of The Corporation of the City of London achieving ISO 9001 registration in one of its business areas. In response to this recommendation, the Municipal Council requested the Civic Administration to identify the feasibility of pursuing ISO registration. The City Clerk, Mr. Jeff Malpass, put forward the municipal election process as a project to pursue the ISO 9001 registration and retained a consulting firm to assist with the implementation. The City of London's municipal election process has been ISO certified since 1999. The municipal election process certification began under the ISO 9001:1994 standard and over the years upgraded to the ISO 9001:2000 standard and finally to the current ISO 9001:2008 standard.

The ISO standard requires a systematic continuous improvement approach to the planning and implementation of the City's election activities. The City Clerk's Office maintains a Quality Procedural Manual and corresponding Work Instructions describing in detail all the municipal elections processes. In the past, these processes and their outcomes were audited each year by our former internal audit staff and by an externally purchased audit service in order to maintain ISO certification.

In light of the fact that there are clear legislative guidelines applicable to all Ontario municipalities, well-documented City of London procedures, and an established process for ensuring continuous improvement with respect to the elections function, the cost benefit of continuing with ISO registration has been re-evaluated. Should ISO certification be discontinued, the City Clerk estimates a savings of approximately \$18,000 over each 4-year election cycle in staff time and in the cost of external audit services. As a result of the evaluation of the benefits of ISO registration of the elections process, it is being recommended that the ISO certification of the municipal election process be discontinued, after this year's certification process.

It should be noted, however, that it is the intent of the City Clerk to utilize the lessons learned from participating in the ISO registration experience by continuing to maintain the Quality Procedure Manual and Work Instructions as well as the the systematic continuous improvement approach to the City of London's municipal election procedures. It is also worthy of note that the latter approach is in keeping with the cultural shift of this organization towards regular and ongoing evaluation of programs and services, with a view to ensuring maximum efficiency and effectiveness.

<b>PREPARED BY:</b>	<b>SUBMITTED BY:</b>
<b>JIM PURSER, MANAGER OF RECORDS AND INFORMATION SERVICES</b>	<b>SARAH AXFORD, MANAGER OF LICENSING AND ELECTIONS</b>
<b>RECOMMENDED BY:</b>	
<b>CATHARINE SAUNDERS CITY CLERK</b>	