

FOWD MANAGEMENT OBJECTIVES 2006

Employee Oath

The goal of all Fair Oaks Water district employees is to provide excellent internal and external customer service. We will continually strive to work in our community's interest, modeling integrity, honesty, dependability, enthusiasm, and professionalism.

Culture

- ✦ Straight talk
- ✦ Respect and dignity for all
- ✦ Teams that listen and learn
- ✦ Work smart and have fun
- ✦ Reward and recognize people consistently

Strategy/Organization

- ✦ Sustainable competitive advantages in operational excellence and customer responsiveness
- ✦ Align organization with Board strategy
- ✦ Formal and informal public outreach

Balance The District

- ✦ Embrace opportunities
- ✦ Maximize use of employee skills
- ✦ Innovative thinking and solutions
- ✦ Investing in our people
- ✦ Develop the "pipeline" of communication
- ✦ Enhance tradition with modern technology

Performance

- ✦ Balance between operational excellence and financial performance
- ✦ Enhance operational effectiveness
- ✦ Develop business systems and processes that are valued by the customer
- ✦ Share knowledge

Mission Statement

The mission of Fair Oaks Water District is to provide our community with an adequate and reliable supply of water, exceeding all drinking water standards, at the lowest practicable cost. Our watchword is excellence. We operate in a responsive, professional, environmentally responsible manner, balancing immediate and long term needs. The District strives to provide leadership in the community, and in regional water resource activities.