



Best-Run Government Management System

King County's Best-Run Government Management System serves as a framework to realize our True North and guides efforts to continuously improve the equity, efficiency, and effectiveness of how King County operates. It seamlessly integrates various interconnected components, including values, Executive Priorities, and the PDCA cycle. By doing so, the framework facilitates continuous improvement, fostering a culture dedicated to creating a community where every person can thrive.



Best-Run Government Management System Components

- **True North:** King County's True North, "Making King County a welcoming community where every person can thrive," serves as the overarching purpose and vision for all county activities.
- **Values:** Our values are intentionally incorporated into our Best-Run Government Management System, programs, and processes. They influence our behaviors and shape the culture at King County.
- **Priorities:** Our priorities establish our strategic direction, providing a roadmap that drives us toward our True North and guides decision-making at all levels.
- **PDCA – PDCA** is our continuous improvement cycle that we apply to all programs and processes.
 - **Plan:** This step involves setting clear objectives; identifying tactics, milestones, metrics, and targets; detailing the necessary actions, and allocating resources to ensure alignment with organizational priorities and True North.
 - **Do:** This is where we implement the plans developed in the planning stage and day-to-day operations take place.
 - **Check:** The Check phase is where we assess performance against set milestones, metrics, and objectives to identify any variances, which allows for timely adjustments.
 - **Act:** Taking action to improve. Acting on what we learn from the Check phase, we make continuous improvements to enhance or stabilize processes, ensuring equity, efficiency, and effectiveness and aligning with priorities, values, and our True North.