

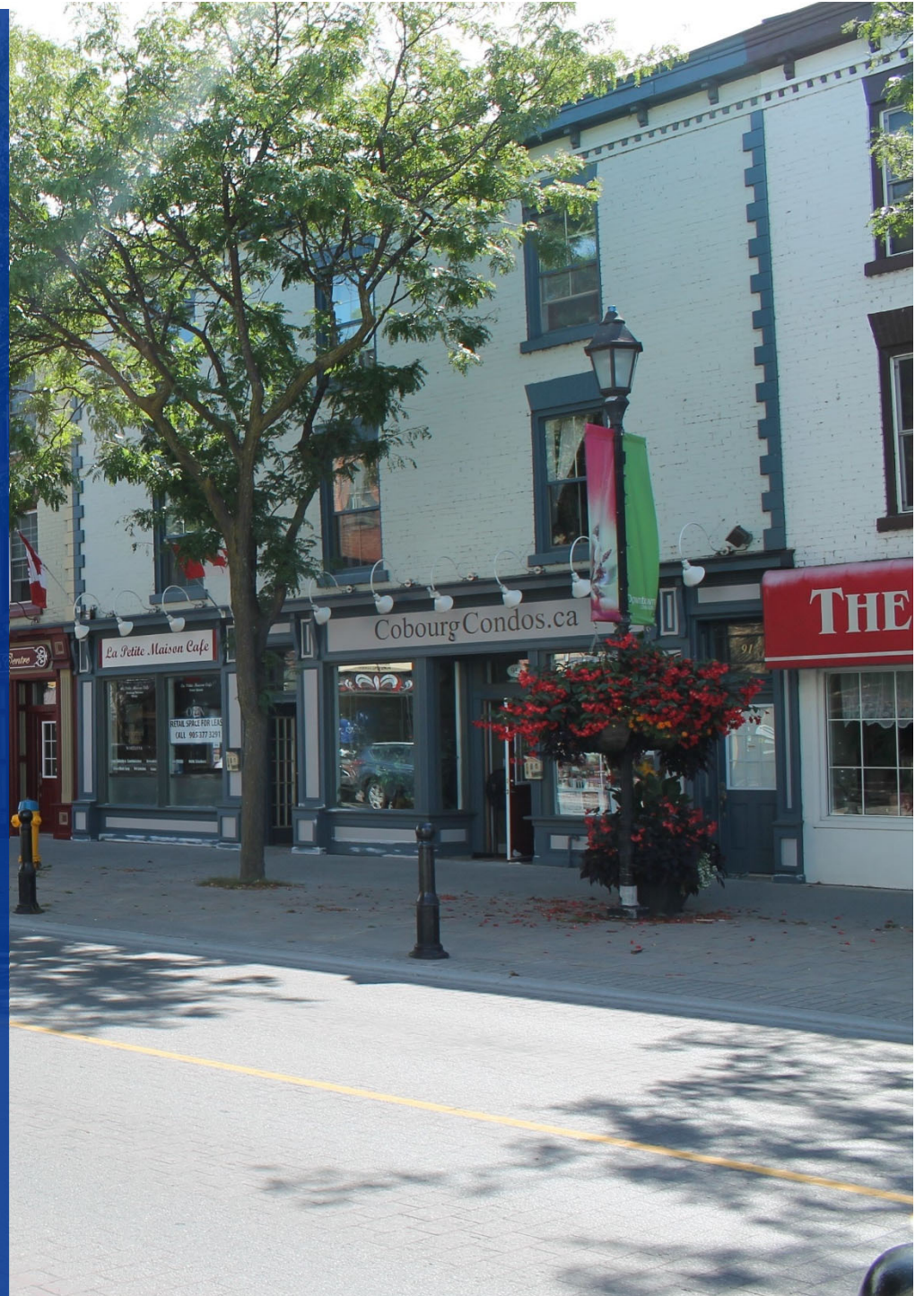


Town of Cobourg

Organizational Review

Introductory Presentation to Town Council

June 8, 2021



Introduction

- Through a competitive procurement process, KPMG has been retained to assist the Town with an organizational review, which includes (but is not limited to) an assessment of:
 - Organizational structure
 - Lines of reporting
 - Staffing levels
 - Decision-making processes
 - Alignment of internal resources to service delivery
- The organizational review builds on and incorporates the findings from the recently completed service delivery review

Proposed Scope of Work



Desired Outcomes of the Recommended Structure

- Focus on customer service excellence
- Improved ways of working
- Alignment with Council priorities and direction
- Employee engagement
- Consistency with best practices for municipal organizational design
- Clear connection between services and resource requirements



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