



## ORIENTATION 6

# Operational excellence

### Operational excellence to achieve our goals

- The FNEC has an effective system for internal and external communications.
- The FNEC provides the required expertise for quality service delivery as mandated by its First Nation member communities.
- The FNEC maintains optimum service quality through ongoing improvement of administrative processes and procedures.
- Innovative technology enhances service delivery.
- Employees have the skills required to succeed.