

Board of Supervisors

What did Chrysler do to revamp a failing company? And what does that have to do with what's wrong with the new super duper department for Development Services?

The new European car president, Dieter Zetsche, got rid of an entire building of top managers. He got rid of their expensive salaries and literally walked from his office over to the engineers, accountants and factory guys and talked with them. He worked out solutions, not new organizational charts with more layers of bureaucracy. His success was in getting rid of impediments, not adding more.

Mr. Zetsche is rarely in his office because he is too busy working with the creative top achievers that have made Chrysler, the *come back kid* of the auto industry.

Zetsche learned from those he trusted in his organization. He forged customer "wants" with well thought out engineering and manufacturing activities that brought his company **profits**.

The Board of Supervisors is doing exactly the opposite.

Instead of sending someone over to Development Services, Environmental Management and Dept of Transportation to weed out waste and inefficiency – you're sending an amateur over to oversee the chaos. This does nothing but add yet another layer of management.

Yesterday, solutions weren't sold to the Board of Supervisors but pie in the sky was. The new combined department will be the future *mega center of waste*.

While processes should be improved, higher salaries with more people are offered as the magic solution. No one is offering a promise of lower cost, specific efficiencies, or a modicum of a practical plan for better customer service.

No one in your top management said, "We can do this or that in a shorter time frame!" (Neither have they named the time frame.) **No they, your top management, have somewhat purposefully avoided saying anything they could be held accountable for.**

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BOARD OF SUPERVISORS
EL DORADO COUNTY

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FOR THEIR INFORMATION

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