

From: Les Janzen

Sent: Thursday, October 13, 2016 7:42 AM

To: Finance, Minister

Subject: Pre-Budget Consultation Process @ Canad Inn Transcona on Monday, October 17, 2016

Dear Mr. Cameron Friesen, the Honourable Minister of Finance:

I am honoured to be invited to attend on Monday, October 17, and have prepared this brief summary of my recommendations to be presented at that time.

I start with the premise that the Provincial Government is a very large, non-profit, customer service organization, and recommend the following:

1. Develop and then maintain a Long Range Plan for the Province (e.g. over 25 – 50 years), including human resource planning and capital expenditures needed to repair or replace infrastructure
2. Insert the voice of the customer (e.g. the voter and taxpayer), by developing and then maintaining an annual customer satisfaction survey process
3. Insert the voice of government staff, by developing and then maintaining an annual staff satisfaction survey process, encouraging feedback or suggestions for customer service improvement on behalf of their respective teams

I understand time is limited to 5 minutes for each presentation, so I will focus my remarks on the above three (3) recommendations, enabling time for questions if I should elaborate on any of them.

Les W. Janzen

Chief Executive Officer

Concordia Wellness Projects Inc.