

**Skyfire Home Owners Association (HOA)
Board of Directors (BoD)
Mission Statement**

Encourage collaborative participation that includes an involved membership and keeps them involved.

- Satisfy the community's support requirements relating to property values, legal and safety issues.
- Recognize our interdependence and build community relationships.
- Listen to the concerns of the community.
- People are valued and they know it.
- Expect the best of people and they'll give you the best.
- Don't pass the buck (find a way).

Common Practices & Process are:

- Documented and under configuration management.
- Use available best practices and look for improvement opportunities.
- The community can easily locate and follow repeatable processes.
- Metrics are in place to demonstrate process performance.

Standard Tools

- Process procedures are documented and under configuration management.
- Committees and HOA Members can easily locate and follow process procedures.

Quality

- HOA members receive consistent, relevant, timely and accurate information.
- Accurate process reports are provided to the membership (when requested)
- Define, prepare, and submit non-compliance reports and memos.
- Ensure reliable information is delivered seamlessly to the HOA members.
- Ensure information can be proved accurate, and recoverable.
- Ensure membership personal information is kept confidential.
- Ensure HOA information has integrity.