

SERVICE

CONTINUOUS IMPROVEMENT

Makenzie Nehf
Franklin County
Department of
Emergency Services



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The recipient of the Continuous Improvement award works passionately to hone processes, services and themselves, knowing that big results come from many small changes over time.

This employee is someone who continuously drives to improve themselves, their teams and those around them to include the system in which they live and work in daily. He or she is ambitious, an out-of-the-box thinker, process driver and a challenger of tasks.

I am deeply grateful to be nominated and chosen for the SERVICE Continuous Improvement award.

In emergency services, growth is not optional – it is a responsibility. With the tremendous support, feedback, and collaboration of my team, I have been able to enhance and adapt our training program to fit the ever-evolving needs of our center and community. By committing to continuous improvement in both our individual performance and our training of others, we strengthen our teamwork, build trust, and create a culture where excellence is the expectation – not the exception.

Makenzie Nehf

2025 Franklin County
Continuous Improvement Award Recipient