

Improvement Opportunity
Goals-driven Support Operations

Outcome: Align support operations with student/school/district goals
(6 days w/ available off-site support)

CONTENT

PROCESS

Overview and Pre-planning with Leadership

1 day with the leadership team and internal facilitator to clarify the improvement focus, describe the methodology, and identify department continuous quality improvement planning teams by function (i.e., maintenance, food services, etc.)

Team Training

2, one-day sessions with continuous quality improvement planning teams (by function) to (1) review organizational goals (student learning, financial, internal process, staff development, etc.), (2) determine discrepancy between current thought/practice and ideal thought/practice toward goal accomplishment, (3) select high impact improvement strategies, and (4) develop, implement, and monitor improvement plans

Content:

Overview of Organization Goals

Gap Analysis: Current vs Ideal

Driving Forces and Restraining Forces to Improvement

High Impact Opportunity Strategy Selection

Action Plan Development and Implementation Process

Quality Improvement Planning Team Support

2, one-day sessions to support internal facilitator and planning team leaders in the improvement process, plan development, and implementation

Planning Process

Plan Development, Implementation, Monitoring, and Evaluation

Support Operations Review and Evaluation of Continuous Quality Improvement Plans by Function

1 day with internal facilitator and improvement planning teams to review progress, celebrate accomplishments, and update plans for upcoming year

