

# The Show Me Challenge

Continuous Quality Improvement in TESS



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## World-Class IT Support

- Create a World-Class IT Support Organization
- Continuous quality improvement has long been known in the industry to be a recognized process for performance improvement
- Because of success in CQI and Baldrige, the NCA has chosen to use similar processes for accrediting educational institutions
- College is currently preparing for its 2007 reaccreditation visit



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## Show Me Challenge

- In the spirit of the College's reaccreditation, TESS leadership evaluated options for a process we could use inside TESS that would align with the College's practices
- This process also needed to provide:
  - Results in a time-effective manner
  - An open and honest discussion
  - Remain frank and to the point



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## Project Goals

- Demonstrate the TESS commitment to continuous quality improvement (CQI)
- Familiarize ourselves with CQI and better understand the changes in the NCA accreditation process
- Establish metrics and identify our current baseline
- Discover the high-leverage action items for improvement
- Act upon the opportunities identified for improvement



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## Team Leaders

- Leadership
  - Julie Vipond
- Strategic Planning
  - Matt Roberts
- Customer Focus
  - Katie Dodwell
- Information & Analysis
  - Jay VanReed
- Human Resources
  - Charlie Carter
- Process Management
  - Richard Schumacher



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## Show Me Challenge Process

- Identify key Business Factors
- Evaluate the Criteria
- Form the Teams
- Conduct Interviews
- Record Results
- Discuss the results as a group,  
leading to identification of  
opportunities for improvement



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## Key Business Factors

- Key Business Factors define the organization and what is important to it
  - Basic description of the organization
  - Governance System
  - Customer and Market Requirements
  - Supplier/Partner Relationships
  - Competitive Situation
  - Strategic Challenges



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## Evaluation of the Criteria

- The primary focus of data and information collection is determining how processes or methodologies work, and to discover if they are systematic and effective
  - Review of documentation
  - Interviews with employees who actually do the work
  - Examination of regularly used metrics



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## Strengths

- Senior leaders understand the need for a highly developed workforce
- Changes in technology governance
  - Vice-Chancellor of Technology
  - TESS Executive Steering Committee



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## Opportunities for Improvement

- Develop districtwide standards for metrics:
  - analyze responsiveness
  - measure performance
  - identify specific end-user needs



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## Opportunities for Improvement

- Enhance current processes that:
  - enable easy customer communication
  - improve understanding of customer needs and expectations



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## Opportunities for Improvement

- Analysis of the current positions and organizational structure to create a more responsive organization
  - customer needs
  - changes in the technology environment
  - retain, develop, reward, and recruit
    - TESS Service Awards
    - High-Five Award



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## Opportunities for Improvement

- Communication and leadership of visions, values and expectations



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## Summary

- First year evaluation
- Continuous process
- Learned a lot
- Applying what we learned to build a better organization



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