KISD District Improvement Plan Update, February 2013

District Goal	Key Strategic Priorities	Measures	Outcomes
3. Excellence in Operational Processes and Systems	3.1 Be an industry leader in key operational processes that support safety, and quality 3.2 Ensure consistency and alignment of all operational processes and systems to ensure student success 3.3 Standardize all internal and external services to ensure practices reflect our mission, vision, and values 3.4 Utilize technology to automate and innovate routine practices. 3.5 Establish measures to gauge progress	3.1 Industry recognitions/ratings 3.2 Quality of processes and systems 3.3 Training and implementation of Baldrige processes 3.4 Documentation of key processes 3.5 Quality of technology innovations 3.6 Trends of incidents and/or violations in safety and quality	3.1 Embed motto, mission, vision, and values in all operational processes 3.2 Develop and improve methods to provide exceptional customer service 3.3 Create and improve a student interactive decision – making process 3.4 Automate key processes 3.5 Implement quality practices to ensure safe, secure, environmentally friendly learning environments 3.6 Implement quality practices including stakeholder feedback loops to sustain operational initiatives 3.7 Align and document all key operational processes and systems to ensure student success

Update:

Our updates usually focus on Outcomes, since that is what most people care the most about. With that in mind, this update will also focus there as well, although you do need to know I will be delighted to visit with you about any of the components under Strategic Plan District Goal 3 if that is your desire.

3.1 Embed motto, mission, vision, and values in all operational processes	*This outcome has been accomplished. The MMVV has been placed in campuses, on letterhead and in agendas.*
3.2 Develop and improve methods to provide exceptional customer service	*Not sure we will ever completely have this outcome accomplished, but various systems within the district are working to insure we create an environment where customers of all sorts feel welcomed and valued. There is a wide spectrum of things, from anonymous on-line reporting of unethical behavior all the way to creating community ambassadors that demonstrate the districts willingness to reach out and engage stakeholders. But there is always more to be done in customer service.*
3.3 Create and improve a student interactive decision – making process	*KISD is closer than we have ever been to insuring each student has both an electronic and a physical presence on their campuses, and that their voices can be heard. Many campuses have student leadership teams and facilitate very good relationships through student decision-making, but this goal is not even close to being accomplished. The creation of the KISD Digital Learning Platform (DLP) will help with this process, but the process is just starting and we will likely be working on it in 2015 when a new plan is scheduled for development.*
3.4 Automate key processes	*Much work has been done here, particularly using FormSpace and in consideration of electronic registration as well as many processes in finance and technology. But you never know how many processes you have until you begin the process of automation – we have many, and the initial stages of this work have gone very well. There is much work still to do, however.*
3.5 Implement quality practices to ensure safe, secure, environmentally friendly learning environments	*This is a two-pronged goal, one being operational (environmentally friendly, efficiently operating places) and the other safety and security (physical building security and student security on campus). We have made progress in both areas, but again there is much to be done. The tragedy at Sandy Hook has prompted us all to re-examine processes and systems we previously regarded as secure, and that process is underway with a facilities modification review.*
3.6 Implement quality practices including stakeholder feedback loops to sustain operational initiatives	*Lots of different processes have been put in place to gather input from stakeholders, but the most obvious are electronic sites and blogs run through the district as outreach to families and campuses. My estimation is that we are on the front end of this effort, and that over time organizations like K-12 Insight will help us refine our efforts and get much better about what we do and how we gather information.*
3.7 Align and document all key operational processes and systems to ensure student success	*This is the toughest of all the outcomes to achieve, because it is a moving target from day-to-day. Alignment and documentation are critical components of a stable system, and as our support and administrative staffs have become thinner, the time for alignment and documentation has been challenging to find. We are committed to it, however, as it eases succession and makes the district more efficient. Functions processes their own documents, and they are shared in cabinet when complete or updated.*