
Continuous Improvement Procedure (QAS-P009)

Saint Louis Public Schools

1.0 SCOPE:

- 1.1 This procedure communicates the process that engages district stakeholders in the identification, design, development, and implementation of strategic and operational initiatives necessary to achieve the district's mission at the St. Louis Public School District.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Superintendent of Schools
- 2.2 Management Representative
- 2.3 Top Management

3.0 APPROVAL AUTHORITY:

- 3.1 Superintendent
- 3.2 Management Representative

Signature

Date

4.0 DEFINITIONS:

- 4.1 Approval - Refers to the formal acceptance of a policy, procedures, practice, program, etc. Status, contract, or other reasons sometimes require approval
- 4.2 QAS – Quality Assurance System Program
- 4.3 SC – (Superintendent Cabinet) — Superintendent, Deputy Superintendent, Chief Academic Officer, Chief Academic Officer, Chief Communications Officer, Assistant Superintendent of Elementary & Middle Schools, Assistant Superintendent of Secondary Schools, Chief Human Resources Officer, Chief Information Officer, Executive Director of Safety & Security, Director of Accountability, and Assistant Superintendent of Operations.
- 4.4 MRT – Management Review Team
- 4.5 Quality Action Plan – A focused plan developed by the MRT on those aspects of the QAS that need special attention
- 4.6 Stakeholders -- students, parents, staff, community
- 4.7 SLPS – Saint Louis Public Schools

5.0 PROCEDURE:

- 5.1 SLPS will continually improve the effectiveness of the Quality Assurance System Program through the use of the quality policy, district objectives, audit results, analysis of data, corrective and preventive actions, and root cause analysis, the Quality Action Plan, The Consolidated School Improvement Plan, District's Strategic Plan and management review.
- 5.2 Superintendent Cabinet meets weekly (scheduled Cabinet meeting) to consider opportunities for improvement.

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- 5.3 Superintendent Cabinet has created a culture and a set of beliefs (see “Consolidated Schools Improvement Plan” and “District Action Plan”) that invites people to actively seek opportunities for improvement of performance in processes, and services in order to improve the satisfaction of all interested parties.
- 5.4 Authority is delegated so that people are empowered and accept responsibility to identify opportunities where the District can improve its performance.
- 5.5 MRT reviews the Corrective Action Request (QAS-P002 Corrective Action Request Procedure) reports and allocates resources needed to implement preventive action, if applicable (see Management Responsibility, Section 5, in the QAS Manual QAS-M001).
- 5.6 Customer feedback as a result of customer complaints and/or customer surveys conducted, when required.
- 5.7 MRT evaluates the data from the Corrective Action Log for concerns, patterns, trends, and non-conformances.
- 5.8 The SLPS QAS Quality Action Plan is enhanced and reviewed, as applicable, by MRT after reviewing, monitoring reports Corrective Action Request and Internal Audits), feedback and information from surveys.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Management Review Procedures (QAS – P001)
- 6.2 QAS Internal Audit Summary Reports (QAS – F016)
- 6.3 QAS Quality Action Plan (QAS - M002)
- 6.4 Consolidated Schools Improvement Plan
- 6.5 District’s Action Plan
- 6.6 District’s Strategic Plan

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Log	Hard copy in binder in Project Management Office	Permanent	Permanent	Electronic
SC meeting Minutes	Hard copy in binder in Superintendent Office	Permanent	Permanent	Electronic

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
04/02/08		Initial Release

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