

3358-8-07: Continuous Quality Improvement

Approved by the Board of Trustees May 27, 2015

- A) Edison State Community College is accredited by the High Learning Commission through the Academic Quality Improvement Program (AQIP). To maintain accreditation standards and quality improvement, Edison embraces a culture and environment of Continuous Quality Improvement (CQI), through which there is continuous evaluation of operations and processes to make them better, focusing on the process and documentable assessment data rather than the individual. The aim of Edison's quality improvement system is to ensure that its processes and services are of consistently high quality. This is accomplished through commissioning CQI Process Teams.
- B) The CQI Process Teams are commissioned by the CQI Steering Committee to address college-wide opportunities for improvement. Requests for new teams, or the review of a process or work by a team, may be made by any Edison stakeholder, through the Office of Institutional Planning and Effectiveness. The request for a process team commission is reviewed by the college President and then juried by the CQI Steering Committee, and if deemed cross-functional in need, is assigned with representative and cross-functional stakeholder membership. Requests that are considered intra-departmental are referred to the appropriate supervisor for action.
- C) All resulting work and processes developed by the CQI Process Teams is reviewed by the CQI Steering Committee with final review and approval by the college President. The timeline for process development is dependent upon the process and may take up to one year to complete. It is recommended that processes be developed within three months with a trial or pilot period following development. Review of the trial/pilot period should occur within six months followed by any identified improvements to the process. Quarterly reviews are recommended for the first two years of any process, followed by annual reviews. CQI Process Teams may be retired after the process is solidly part of standard business operations. Retired process teams may be recalled should operations drift from the developed process.
- D) New process deployment is communicated through attachments to the campus *e*-newsletter, through meeting minutes, through an online CQI Process Manual, and in some cases, through Presidential memo. Special training sessions are scheduled for those processes requiring updated skills.
- E) Day-to-day oversight of process deployment is managed by the appropriate departmental managers. The driving CQI process team will meet periodically to verify process compliance and review processes for additional improvements, following the Plan-Do-Check-Act cycle. If a process is anticipated to require substantial change in approach or deployment and will have major impact throughout the campus, it may be charged as an AQIP Action Project.
- F) Processes and procedures developed through the CQI Process Teams may be elevated to policy, in which case, the proposal to move process to policy will be managed by the vice president over the affected process area.
- G) Membership in quality networks such as the Continuous Quality Improvement Network (CQIN) will be maintained and supported by the Office of the President. This allegiance supports the quality efforts through professional development, campus projects, and networking opportunities.