



ISO 9001:2000 Certified #5233

Certified Divisions and Departments:

- Board of School Trustees Office
- Construction Management
- Compliance & Monitoring
- Curriculum and Professional Development Division
- English Language Learner Program
- Food Services
- Grounds and Landscaping
- Human Resources
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Research, Accountability and Innovation
- School Police
- Risk Management
- Transportation

MPS Office Team

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Something New to RAVE About

The Support Staff Training and Development Department is expanding its customer service training, RAVE, to a more in-depth level. This "next level" training has been entitled RAVE 2. RAVE 2 helps people:

- **Determine what the customer wants.**
- **Acquire it for them accurately, politely and enthusiastically.**
- **Go the extra mile for the customer.**

For more information on RAVE 2 training, contact the Support Staff Training and Development Office at 387-0634.



WE ALL COUNT

Regardless of the type of job you perform at the CCSD, every one of us, in some way, supports the process of educating children. The district's success is found in the people who are committed to improving the way we do business.

- A maintenance worker, for instance, knows that students learn best in clean, well-lit, maintained environments.
- Food Service staff discover that it's not just nutrition which affects learning but also how to efficiently serve students in a timely manner.
- The Human Resource Division staff work to standardize procedures in each department in order to provide consistent, helpful service to all applicants.

We all count!

Gearing Up For Recertification

The upcoming recertification audit is scheduled for February 26, 27, and 28, 2007. To help the district prepare for the recertification, the CCSD Management Representative will be meeting with the leadership from each department/division prior to the EAQA USA external audit.

New Departments Undergoing ISO Certification Audits

Student Support Services Division
Fiscal Accountability & Data Analysis
Office of the Chief of Staff
Support Staff Training and Development
Instruction Unit
Equity and Diversity Education

To find more information about the CCSD Management Process System, contact the MPS Office at 855-5448.

Important Dates

General MPS Training

February 13, 2007
March 27, 2007

Process Audits

February 2007

ISO External Audit
February
26, 27 and 28, 2007

The MPS
Office team wishes
everyone a
Happy New Year





Every Penny Counts

A quality management system can afford an organization many benefits, one of which is the ability to realize cost saving and cost avoidance. These are vital factors used to measure the value of the service being offered to the customer. If you have a cost saving or cost avoidance suggestion, please share it with your supervisor, or use the MPS Process Corrective Action form found at www.ccsd.net/mps/improvement.phtml.

- Definition of Cost Saving - Any initiative that can reduce or eliminate current cost to the division/department.**
- Definition of Cost Avoidance - An action taken in the present designed to decrease cost in the future.**

Actual examples of cost saving and cost avoidance in ISO certified departments for 2006 are provided in the following chart.

As a result of these cost saving efforts the divisions and departments are able to address other resource needs.

Division / Department	Initiative	Cost Avoidance	Cost Saving	Total Per Year
Student Support Services Division English Language Learner Program	Reduction in outsourced translation services for 2005/2006 by re-examining processes and maximizing personnel utilization.	N/A	\$298,732	\$298,732
Student Support Services Division English Language Learner Program	Converted English Language Learner Program (ELLP) Translation Manuals to electronic format. Manuals are available online.	N/A	5,000	5,000
Student Support Services Division English Language Learner Program	Reduced program operational cost by examining ELLP testing processes and operations to maximize efficiency.	50,985	N/A	50,985
Finance and Operations Food Services	Contested contractor charges billed to the district which were covered under the manufacturer's warranty.	794	N/A	794
Finance and Operations Food Services	Re-configuration of work areas and obtaining cleaning equipment to avoid potential Nevada Department of Agriculture (NDA) fines.	11,367	N/A	11,367
Facilities Division Inspection Services	Implemented new technology to improve the department communication process. Effort resulted in reduced travel cost for inspectors.	2,051	29,837	31,888
Facilities Division Inspection Services	Converted Inspection Services Department newsletter to electronic format. Eliminated printing cost and newsletter is now available online.		990	990
Facilities Division Landscaping and Grounds	Cost avoided due to water conservation efforts at all district sites.	405,560	N/A	405,560
Facilities Division Maintenance	Refurbished existing district computers vs. purchasing new computers for the new Maximo maintenance work order system.	N/A	21,275	21,275
Facilities Division Maintenance	Implemented train-the-trainer program for supervisory training (previously performed by outside contractor). This effort negated the cost of travel and tuition for Maintenance Department supervisors.	N/A	23,000	23,000
Facilities Division Maintenance	Converted Maintenance Department forms from 3 part NCR paper to double sided Xerox paper.	N/A	9,570	9,570
Finance and Operations Risk Management	Implementation of a web-based system regarding Student Injury (SI) reports from schools sites.	6,600	N/A	6,600
Office of the Superintendent Management Process System Office	Reduced time needed to train internal process auditors by 8 hours.	2,800	N/A	2,800
Office of the Superintendent Management Process System Office	Reduction in printing cost of MPS Participants Guide by eliminating two pages.	N/A	2,000	2,000
Total				\$870,561



**MPS Wants You
To Help Audit!**

We Need Your Help!

Do you want a more active role in helping the district improve?

Are you interested in finding out how other departments/divisions in the district work?

Then becoming a volunteer MPS Process Auditor might be right for you. Our office will provide you with:

- Basic and advanced auditor training**
- An opportunity to improve our District**

In addition, you will be paired with a veteran auditor to help guide you through the audit process.

For more information, contact your supervisor and/or Management Review Team member or call the MPS office at 855-5448.