CCSD MPS Quality News
Clark County School District Management Process System

ISO 9001:2000 Certified # 5233

MPS Info

ISO 9001:2000 Certified Division/ Departments:

- CCSD Board Office
- Compliance & Monitoring
- Curriculum and Professional Development Division
- English Language Learner
- Food Services
- Human Resources Division
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Research, Account - ability and Inno- vation Division
- Risk Management
- Transportation

MPS Team

- Management Rep Maureen Fox 799-5343

- MPS Coordinator Dan Tafoya 855-5448

- MPS Technical Assistant Cindy Smith- Johnson 855-5448

The Management Rep.

It is my pleasure to serve as the District's Management Process System (MPS) Management Representative. In 2000, the CCSD Board of School Trustees and the Superintendent agreed the International Organization for Standardiza- tion (ISO) 9001:2000 quality

Maureen Fox

management system would be an asset to the District. The purpose of the initiative is to provide depart- ments with an internationally recognized set of quality management standards. Adhering to the ISO standards, departments can increase value to their customers, foster better communication, teamwork, and discover ways in which they can continually improve performance.

Since 2000, the District's efforts in meeting the rigorous requirements of ISO 9001:2000 have resulted in certification for the divisions and depart- ments listed on the left side of this newsletter. The MPS Office staff is proud of their accomplishments and will continue to work with departments through- out the District until all are certified to the ISO Standards for a quality management system.

Training Opportunities

The MPS Office offers general training classes on a monthly basis. The training is offered to staff members of departments that are in the process of earning an ISO 9001:2000 certification. Below is a list of course offerings. To inquire about training or schedule a class, contact the CCSD MPS Office at 855-5448.

- MPS Basic Training
- MPS Process Mapping and Process Integration
- MPS Process Auditors Training
- Gap Analysis Checklist Training
- Advanced MPS Training
- Document Control Basics

Process Corrective Actions

Lack of communica- tion can be the biggest obstacle in the achieve- ment of organizational goals. The Process Corrective Action form allows CCSD employees to express concerns or make complaints about procedures/processes within the Clark County School District.

The purpose of the Process Corrective Actions program is to identify ways in which procedures/processes can be improved for the benefit of everyone. The form is made available to all schools and departments (internal customers) to establish and maintain a method of coordinating and controlling corrective and preventative actions and customer complaints within the district. The form can be found on the CCSD website www.ccsd.net/mps/improvement.phtml.

- **Before** filling out a Process Corrective Action form, please communicate to the appropriate supervisor your concern, suggestion, or issue and allow them the opportunity to work with you.

- If the issue remains unresolved, please fill out the form. It will be submitted to the Management Process System office for routing to the appro- priate division head for action.

- A Process Corrective Action form is not to be used for personal, personnel, or medical concerns. Those issues should be resolved through your supervisor and/or the Human Resources Division.

Did You Know?
CCSD is the largest school district in the United States to be ISO 9001:2000 certified.

Student Support Services Division-English Language Learner Department and Compliance and Monitoring will undergo their audit in February 2006.

Construction Management and School Police will undergo an audit in July 2006.

Over $174 Million and Counting

Implementing a quality management system can provide many benefits, one of which is the ability to discover cost saving and cost avoidance. Cost saving and cost avoidance are important factors used to measure the value of service being provided to the customer. If you have a cost saving idea, please share it with your supervisor, or use the MPS Process Corrective Action form found at www.ccsd.net/mps/improvement.phtml.

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

Department	Cost Saving/Avoidance Initiative	Cost Saving/Avoidance Over a 10 Year Period
Food Service Dan McPartlin, Director	Placing work order request form online	$205,888
Food Service Dan McPartlin, Director	Placing Policy and Procedures Manual online	$62,544
Food Service Dan McPartlin, Director	Initiated remote control of computers eliminating site visits	$512,445
Food Service Dan McPartlin, Director	Computer equipment management procedure implemented	$172,548
Inspection Services Lisa Conner, Director	Placing Policy and Procedures Manual online	$39,875
MPS Office Maureen Fox, Management Representative	Reduction of printing cost for course materials and reduction of training hours required	$240,350
Purchasing and Warehousing Bramby Tollen, Director	Reduction in hours spent processing paperwork	$50,000
* Purchasing and Warehousing Bramby Tollen, Director	Full Option Science System (FOSS) replenishment initiative	$5,000,000
Office of School Board Trustees Cindy Krohn, Executive Assistant to the Board	Elimination of non-value added steps and improved response time to customer	$107,745
Office of School Board Trustees Cindy Krohn, Executive Assistant to the Board	Implementation of a phone call tracking system resulting in time savings	$79,714
Transportation Ronald Despenza, Director	Improved bus type purchases	$405,000
* Transportation Ronald Despenza, Director	Route relocation to three new Bus Yards	$168,017,400
Cost Saving/Avoidance Over a 10 Year Period		**$174,893,509**

*- Indicates over one million dollars in cost savings.

Upcoming Dates

MRT Meetings

3/23/06
4/20/06
5/18/06

EAQA External Audit

7/26/06
7/27/06
7/28/06

General MPS Training

4/06/06
5/23/06
6/06/06

Management Review Team

A Management Review Team (MRT) is a vital part of any quality management system and is a requirement of the ISO 9001:2000 Standard. CCSD's MRT is made up of representatives from CCSD divisions/departments which are certified to the ISO 9001:2000 Standard, and those divisions/departments which are in the process of becoming ISO certified. The purpose of the MRT is to monitor and evaluate the CCSD Management Process System, and to look for ways to continuously improve the District. In addition, monthly meetings provide the opportunity for ISO certified divisions/departments to report on measurable objectives. Measurable objectives are goals, set by individual departments, pertaining to the effectiveness of services or products provided to the customer.

Process Audit Team

CCSD process audits are an important part of preparing a division/department for a certification or surveillance audit. The CCSD process audit team is comprised of CCSD staff members who are nominated by their MRT representative. Auditors attend a four hour training session provided by the CCSD Internal Audit Department, which is lead by Mrs. Lynn Vinson.

Becoming an MPS process auditor gives individuals an opportunity to see how other departments work, how goals are being achieved, and how service to the customer is continuously improved. If you would like to find out more about becoming a process auditor, contact your MRT representative.

The MPS office would like to recognize the following individuals for volunteering their time and talents to help CCSD divisions/departments prepare for certification and surveillance audits.

Aaron Flatt*
Alice White *
Andy Medina
Brandi Richardson*
Brenda Ralston*
Brenda Sciotto
Dave Boley
Derrick Hendon
Don Campbell
Eileen Wheelan

Elizabeth Benitez
Elizabeth Bennett
Janette Scott*
Jennifer Lugo
Jim Reynolds
JoAnn Prim
John Beal
Kim Krumland*
Larry Allen
Marcia Carrere*

Margarita Morales
Nancy Cardenas
RJ Lapuz*
Ransom Terrell
Raymond Negrete
Shane Byrne
Shirley Pope*
Steve Maiello*
Wendy Robinson

* Served over two years as a process auditor