



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 Division
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Superintendent's Schools Division
- School Police
- Risk Management
- Transportation
- Fiscal Accountability and Data Analysis
- Support Staff Training and Development

Management Representative
Maureen Fox
799-5343

Message from the Superintendent

Role of the ISO 9001:2000 Management Representative

In 2001, the district opted to use the International Organization for Standardization (ISO) requirements for a quality management system to address the organizational needs of our district. Since 2003, the district received its first certification to the standards of ISO 9001:2000 and its present recertification in February 2007. ISO is making a positive difference in the way we do business within the organization.

In our efforts to continue to train staff and implement process management in the district, Maureen Fox has been assigned as management representative. Mrs. Fox's duties include the responsibility and authority to perform the following:

- Ensure processes needed for the quality management system are established, implemented, maintained, and communicated throughout the organization.
- Report to the Superintendent of Schools and the Executive Cabinet on the performance of the quality management system.

In our efforts to expand this program throughout the operational areas of the district, I ask staff in those areas to work with Mrs. Fox and the Management Process System team.

My thanks to all staff members who have participated in attaining accreditation to this rigorous international standard. I look forward to hearing of the successful implementation by departments as they attain certification status.



Walt Rulfes
Superintendent

Congratulations to Fiscal Accountability and Data Analysis and Support Staff Training & Development departments for earning ISO 9001:2000 Certification!

Important Dates

General MPS Training
May 21, 2007
June 18, 2007
July 6, 2007
August 24, 2007

Process Audits
May-July 2007
ISO External Audit
July 30 - 31, 2007
August 1, 2007

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



The Big 8

The eight quality management principles are the foundation of the way we do business at the CCSD. To keep them fresh in your mind they have been provided for you below.

- 1. Customer focus** - Organizations depend on their customers and therefore should understand current and future customer needs, meet customer requirements, and strive to exceed customer expectations.
- 2. Leadership** - Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.
- 3. Involvement of people** - People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.
- 4. Process approach** - A desired result is achieved more efficiently when activities and related resources are managed as a process.
- 5. System approach to management**- Identifying, understanding, and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.
- 6. Continual improvement** - Continual improvement of the organization's overall performance should be a permanent objective of the organization.
- 7. Factual approach to decision making**- Effective decisions are based on the analysis of data and information.
- 8. Mutually beneficial supplier relationships** - An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Document Control

What is document control?

Document control is the management of documents to ensure the most relevant and authorized information is being used.

What is considered a document?

In the case of ISO 9001, a "document" is some form of media (paper, electronic, video, drawings, etc.) which provides instructions of some sort, i.e., any information where an unauthorized change could cause a problem.

What documents should be controlled?

All documents created or used by a department that are instructional in nature, or are used to collect data both internal and external.

Examples of documents: Quality manuals, procedures, project plans, national or international standards, industry specific codes-of-practice, forms, customer specifications, drawings, checklists, work instructions, software, and videos.

How do we keep track of the documents?

The prescribed way to track documents is by creating and maintaining a master list of the documents used by the department.

Where can I find more information about Document Control?

You can receive additional information by contacting the MPS Document Control Specialist Cindy Smith-Johnson at 855-5448.



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 who have recently been nominated by their supervisor to share their time and talents to help CCSD divisions/departments prepare for certification and surveillance audits.

Bernard Scott	Landscaping & Grounds
John Singley	Landscaping & Grounds
Lisa Pedzik	FADA
Stu Weiler	Maintenance Department
Myrna Medina	SEMS
Shannon Johansen	Student Data Services

ISO Recertification

The upcoming recertification audit is scheduled for July 30th, 31st, and August 1st, 2007. In preparation for the recertification audit, the process audits are being scheduled as well as meetings with the CCSD Management Representative and leadership from each department/division within the scope of the audit.

Quality
is remembered long after
the price is forgotten.