



ISO 9001:2000 Certified #5233

CCSD MPS ISO 9001:2000

Certified Division/ Departments:

- Board of School Trustees Office
- Compliance & Monitoring
- Curriculum and Professional Development
- English Language Learner
- Food Services
- Human Resources
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Research, Accountability and Innovation
- 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

Corrective Action Results

To date, the MPS office has received over 100 Process Corrective Action (PCA) suggestions. Thanks to all those who took the time to share your ideas and concerns.



Following are examples of improvements made as a result of employee PCA suggestions:

- An electronic “filing cabinet” for administrators to file reports needed by central offices as well as various departments, which promotes efficiency and access for all administrators.
- Improved internal communications concerning work shift assignments for CCSD PD Dispatch.
- Enhanced planning and communication between maintenance department and schools in pre-design planning of facilities for cost effectiveness and efficiency.
- Handling of document disposition was improved to ensure sensitive information processed in the Substitute Service Department is disposed of in an appropriate manner, thus reducing the risk of inadvertent loss.

Remember, the PCA Program is meant as a channel to communicate issues or suggestions. Steps you should take before submitting a PCA:

- Gather the facts and information surrounding the issue or suggestion.
- Talk directly to the person or department manager responsible for the process.
- Always use the chain of command to elevate issues.
- Keep a record of individuals you talked to in trying to address the issue.

If you have any comments or questions concerning the PCA Program contact the CCSD MPS Office at 855-5448.



Dr. Walt Rulffes
Superintendent

Congratulations on making the Clark County School District the largest district in the United States to achieve certification to the requirements of ISO 9001:2000! Keep up the great work. I look forward to all of our operational sites becoming certified and using the Management Process System to continuously improve their departments and divisions.

Next Issue: The Importance of Training

Departments Earn Certification

On February 28, 2006, the Compliance and Monitoring Department and The English Language Learner Department, of the Student Support Services Division, successfully earned ISO 9001:2000 certification. Both departments had prepared six months in advance for the rigorous round of audits.

Melba Madrid-Para from the ELL Department stated, *“The ISO experience gave us the opportunity to showcase many of the wonderful things our department has done. It also provided us with a way in which we can manage change and look for ways to continuously improve.”*

Michael Harley from the Compliance and Monitoring Department stated, *“The implementation of ISO 9001:2000 has provided the department a management blueprint based on a globally recognized standard. The ISO management blueprint facilitated the development of a foundation for mapping various processes and procedures within our department. The ISO experience will benefit every CCSD department.”*

Congratulations to both departments and welcome aboard. To learn more about your division or department becoming ISO certified contact Maureen Fox, CCSD MPS Management Representative at 799-5343.

Departments Coming Aboard

Departments Completing MPS Training

- Construction Management
- Grounds and Landscaping
- CCSD Police
- Fiscal Accountability & Data Analysis
- Support Staff Training

Number of staff members trained

400

Certification Target Date

July 2006 - February 2007

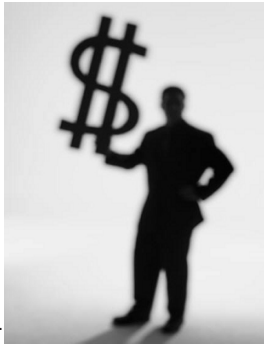
During the training sessions staff members are given the opportunity to share ideas, use quality management tools and brainstorm on how to improve their department and the district.

Hector Garcia, Police Chief stated, *“The CCSD PD plays a vital role in providing safety and security to the children and staff of this district. ISO 9001:2000 has helped to enhance our mission.”*

Mr. Alan Paulson, Coordinator III Grounds and Landscaping Section stated, *“We now have a proven management system that will help increase awareness, efficiency, and communications within the Grounds and Landscaping Section”*

Time is Money

In the March 2006 issue of our newsletter, 12 processes were presented which totaled \$175 million dollars in cost saving and cost avoidance over a 10-year period. Calculating cost savings and cost avoidance may seem challenging, but actually it is quite simple. Provided below is an example of how to figure out simple cost savings, or cost avoidance.



First, let's start with the definition of both terms.

Cost Savings: Any initiative that can reduce or eliminate current cost to the division/department.

Cost Avoidance: An action taken in the present designed to decrease costs in the future.

To demonstrate this technique let's look at an actual example. In the past the MPS Office and the Internal Audit Department (the suppliers) have offered an Internal Process Auditor Training course once a year. The course consists of approximately 40 auditors in training and 4 instructors. The course totaled 16 hours. By evaluating feedback from the trainees (the customers) and reevaluating the curriculum and delivery (the process) it was discovered that the training could effectively be conducted in half the time. Below you will find how cost avoidance was calculated.

- People attending training annually = 44
- Approximate average salary, plus benefits of those attending training = \$30.00 Per Hour
- Training hours reduced by = 8 Hours

By multiplying the group size by the average salary, we can approximate that it cost the District \$1,320.00 per hour that this group is in training. If the amount of time spent in training is reduced by 8 hours this would be a cost avoidance of \$10,560.00 per course. Over a ten year period this would equate to a cost avoidance of \$105,600. This means that \$105,600.00 in salary cost spent training can now be repurposed. Keep in mind that we have not calculated travel time or fuel expense into our equation. Cost avoidance can add up fast.

For more information on cost saving and cost avoidance please contact the MPS Management Representative, or the MPS Office.

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."

- William A. Foster

Important Dates

**General MPS
Training
July 6, 2006**

**Process Audits
June 12-30, 2006**

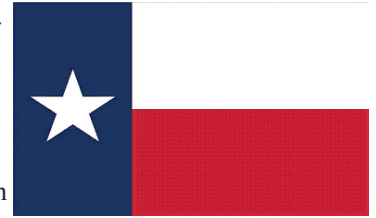
**ISO External
Audit
Aug. 9-11, 2006**

CCSD MPS Quality Statement

"The Clark County School District is committed to providing quality education and service through continuous improvement of our performance and by meeting the goals of the A+ Plan of Access, Accountability, and Achievement."

Lone Star State Goes ISO

In March, CCSD had the pleasure of having Dr. Julius Cano pay a visit to the district. Dr. Cano is the Executive Director of the Regional Education Center, District III in Victoria, Texas. The purpose of Dr. Cano's visit was to learn more about the implementation of ISO 9001:2000 in the CCSD, and to gain insight to best practices which could be utilized in implementing ISO in his district.



Dr. Cano had arrived after an ISO external audit and he was able to see results and gain insight as to what auditors look for. During his visit he attended the monthly CCSD Management Review Team (MRT) meeting. Dr. Cano was impressed on how well versed MRT members were concerning quality improvements in their areas, and the value of MRT being a channel for networking and sharing ideas. Once again, WAY TO GO MRT REPRESENTATIVES!!!!

You Can Make a Difference



MPS Wants You To Help Audit!

The role of the Internal Process Auditor is vital to the continuous improvement efforts throughout the district. Auditing gives volunteers the opportunity to assist other departments in discovering how they can improve. It also provides the auditors insight in the work process of other departments.

This month, 40 individuals attended two half-day training sessions. We would like to congratulate our latest group of process auditors for completing MPS Process Auditor Training:

Budget Office

Debby Hunn

Curriculum and Professional Development

Dr. Essington Wade

CCSD Police Department

Darnell Couthen

Human Resources

Karen Heimiller

Food Services

Belinda Storla

*Deborah Pavlowski
Etienne Starzinsky*

Sally Gannon

Rainier Pioquinto

Raquel Monroy