



## 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
- Food Services
- Grounds and Landscape
- Human Resources
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Research, Accountability and Innovation
- School Police
- Risk Management
- Transportation

### MPS Office Team

Maureen Fox  
799-5343

Dan Tafoya  
855-5448

Cindy Smith-Johnson  
855-5448

### ISO Basics

The district has based its quality management system principles on the standards and requirements set forth by ISO 9001:2000.



#### ISO 9001:2000

Provides a basic framework that an organization can use to continually improve its performance and better serve:

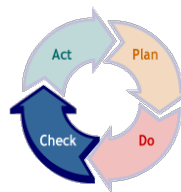
- Internal and external customers
  - Employees
  - The general public

In its most basic form the ISO model requires an organization to systematically:

- Plan the work
  - Work the plan
  - Measure progress
  - Take action to improve

This model is called the *Plan, Do, Check, Act* model. Every time the model is used it should result in:

- The collection of data
- The analysis of data
  - Short term correction
  - Long term improvement



Think about ways to improve your department by applying these principles.

### Departments Earn Certification

On August 11, 2006, three departments earned ISO 9001:2000 certification:

- The Construction Management Department**
- The CCSD Police Department**
- The Grounds and Landscaping Section**

The three departments had prepared six months in advance for the rigorous round of audits.

**Fred C. Smith**, Director of the CCSD Construction Management Department stated: "ISO certification validates that CCSD's ability to produce quality construction projects on time and within budget is the result of proven construction management practices and that our people are dedicated to continually improving those processes and practices."

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

**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."

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

### Departments Coming Aboard

#### Departments Completing MPS Training

- Student Support Services Division
  - Fiscal Accountability & Data Analysis
- Business Finance Service Division
  - Support Staff Training & Development

#### Certification Target Date

- February 2007

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

**Eric Christensen**, Coordinator III, Fiscal Accountability Data Analysis Department stated, "The FADA Department is committed to customer service and fiscal responsibility of all grant funds, and ensuring compliance with Federal and State regulations. By using ISO 9001:2000 as a model we continually strive to improve our services to the customer."

**Dr. Jeff Hafen**, Executive Director, Stated "When properly employed, ISO is one of the most effective tools to help organizations identify the gap between what is happening and what should be happening. It helps organizations not only do things right, but also do the right things."

"The true measure of a school district is not in size or growth, but by the quality of the programs."



Dr. Walt Rulfes  
Superintendent

## Introducing High Impact Training

Contributed by Dr. Jeff Hafen  
The logic of training is graphically depicted in the diagram below.

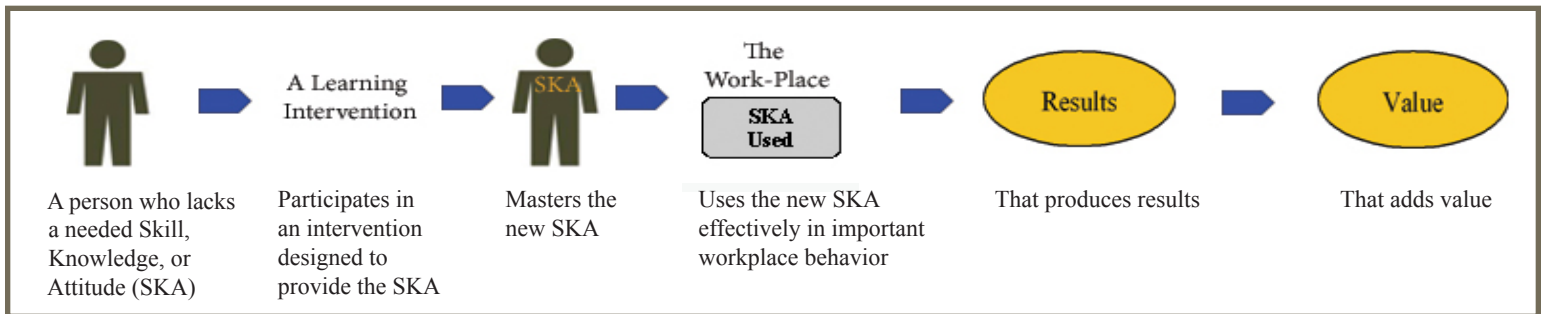
Multiple factors can derail this logic. For example: the learning intervention is not designed or delivered appropriately for the trainees; once back on the job trainees are not encouraged to use new skills; the training was focused on the wrong audience; etc.

This year, the Support Staff Training and Development Department is concentrating on a systems approach to training that includes partnering with the supervisors of trainees in order to overcome obstructions to the training logic. Specifically, training professionals and supervisors will help create a mind set prior to learning interventions for trainees. Trainings then will be delivered in the context of organizational objectives as the driving force for the seminars and workshops. Back on the job, line supervisors will actively encourage and follow up on skill usage.

This system is the “Learning-to-Performance Process.” The following table illustrates it in terms of pre-training (what happens before training), training (what happens during training), and post-training (what happens after training):

The Learning-to-Performance Process			
<b>Pre-Training</b> Create focus and build intentionality	<b>Training</b> Provide learning interventions	<b>Post-Training</b> Support performance improvement	<b>Business Impact/Value</b>

As learning professionals join hands with administrative/supervisory employees in using this process to support top district priorities, we will derive increased value from training and make a greater impact on students thus realizing a greater return on invested training dollars. For more information contact Dr. Jeff Hafen at 387-0634.



## Time to Talk Recertification



In addition to semi-annual surveillance audits, every three years the district undergoes recertification of its departments/divisions, which have achieved ISO certification. The up coming recertification audit is scheduled for sometime in February 2007, which is quickly approaching. To help the district prepare for the recertification, the CCSD Management Representative will be setting up meetings with the leadership responsible for each department. The meetings will outline information needed by the departments.

### Important Dates

**General MPS Training**  
Oct 26, 2006  
Nov 16, 2006  
Dec 12, 2006

**Process Audits**  
December 2006

**ISO External Audit**  
February 2007

There will be emphasis placed on how the department/division has attempted to continually improve its services or product to the customers. In addition to the recertification of each department there will be an initial certification of two departments; Fiscal Accountability & Data Analysis and Support Staff Training & Development. Stay tuned for more information.

## You Do Make a Difference



**You Do Make a Difference!**

Last quarter's newsletter featured an article entitled "You Can Make the Difference", and that you did. Our great team of auditors and the departments which participated in the audits did a fabulous job of not only showing where they improved, but finding ways in which they can further

improve to better serve the staff of CCSD. The results of the audits produced over 20 Process Corrective Actions, which will assist the departments in improving their service to the public and staff in support of the classroom. Way to go TEAM!

**Next Issue: Preparing for Recertification**