



ISO 9001:2000
Certified Divisions
and Departments

- Office of the Board of School Trustees
- Construction Management
- Compliance and Monitoring
- Curriculum and Professional Development Division
- Employee Management Relations
- English Language Learner Program
- Fiscal Accountability and Data Analysis
- Food Services
- Grants Development and Administration
- Landscaping and Grounds Section
- Human Resources Division
- Inspection Services
- Maintenance
- MPS Office
- Purchasing
- Real Property Management
- Risk Management
- School Police
- Special Education Management Systems
- Special Projects and Renovation Services
- Superintendent's Schools Division
- Transportation

Maureen Fox
MPS Management
Representative

Improving the Clark County School District

The implementation of the Clark County School District's (CCSD) Management Process System (MPS) continues throughout the District. Twenty-two departments/divisions of the CCSD have successfully achieved certification in accordance with the requirements of ISO 9001:2000. The benefits of adhering to ISO standards include an emphasis on customer service and requirements, application of best practices, a factual and data-driven decision process, and other elements that stand for the District's commitment to accountability. The MPS staff dedicates this newsletter to the groups who have received ISO certification. Their achievements contribute to the fulfillment of the Clark County School District's mission.

Inspection Services - IAS/ISO 17020 Certified

One of the benefits of implementing MPS in a department is the assistance it provides in preparing for ISO 9001:2000 certification audits, but MPS can also help provide a firm foundation for many other types of certification audits. Recently, this fact was confirmed by the CCSD Inspection Services Department which underwent an audit by the International Accreditation Service, Inc., and as a result earned IAS Accreditation for Building Departments/Code Enforcement Agencies (AC251), including applicable sections of ISO/IEC Standard 17020. In commenting about the success of the CCSD Inspection Service Department, auditor Richard L.F. Archer, Sr., Accreditation Specialist with International Accreditation Service, Inc. stated, "It is impressive to see a department that exemplifies the pinnacle of professionalism." Congratulations to Lisa Conner and her dedicated staff!

Nearly \$7 Million Dollars in Cost Saving/Avoidance

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

MAINTENANCE DEPARTMENT - Total Cost Saving/Avoidance \$6,862,945

School Rehabilitation Projects - Total Cost Saving/Avoidance \$131,827

Cost savings were realized by reusing equipment from the following rehabilitation projects:

- Tom Williams Elementary School.....\$19,834
- Gordon McCaw Elementary School64,499
- Robert Taylor Elementary School.....43,823
- Roy Martin Middle School.....3,671

Cost Avoidance Programs - Total Cost Saving/Avoidance \$6,731,118

Xora (Pilot) - The Xora software program provides maintenance dispatch the ability to call the closest technician to respond to an emergency work order by utilizing GPS tracking software which is part of the Nextel telephone system. Total savings = \$1,926 monthly (gas plus ½ hour each day of labor per tech) x 3 months = \$5,778.

Web Cam (Pilot) - The web cam pilot project enables staff housed at all locations to attend meetings without incurring travel costs and employee travel time. Total savings = \$1,780 monthly (2 departments saving gas and hourly wages spent in travel time) x 3 months = \$5,340.

Roof Coating Project - Nevada sunshine plays havoc on the dark-colored roofs of our schools, causing early failure and leakage. A new roof costs the District \$150,000 for elementary schools and up to \$1.5 million for high schools, but the new white roof coating "Cool Roof", which reflects sunshine off the roof, can extend roof life for 20-25 years.

	<u>Traditional Roof</u>	<u>"Cool Roof"</u>	<u>CCSD Roofing Projects</u>
Elementary - \$150,000	\$ 48,000		10 elementary schools @ \$102,000 (savings) = \$1,020,000
Secondary - \$1.5 mil.	\$ 360,000		5 high schools @ \$1,140,000 (savings) = \$5,700,000

To date, the Maintenance Department has saved the District approximately \$6.7 million by use of this coating on 15 schools.

Grants Development & Administration (GDA) - Total Cost Saving/Avoidance \$50,000

With the development of new procedures and implementation of several new technology systems to manage the various facets of grants administration, a higher level of computer skills, technical reading, analytical thinking, and global understanding has become necessary to support administrative functions within GDA. GDA is replacing three Federal Project Clerks with two Administrative Clerks. Administrators within GDA will be provided with more adequate levels of technical and analytical support, while at the same time, realizing a savings of over \$50,000 annually.

Special Projects & Renovation Services (SPRS) - Total Cost Saving/Avoidance \$5,832

A specific measurable objective of the department was to examine how to reduce the cost of contracted "fire-watch" guards by the District. During the process of installing a portable unit, a fire-alarm safety panel must be installed and inspected per state law. The portable unit may be occupied during the installation of the fire-alarm panel so long as a "fire-watch" guard is on duty, during the time the building is occupied. The "fire-watch" guard is contracted by the District at a cost of \$108 per day, per installation. By analyzing the process, the department staff discovered that the average time for installing a fire-alarm panel was 60 days per portable unit. By streamlining the process, staff reduced the average days required for installation from 60 to 51 days. Therefore, by reducing the number of days required for installation by nine days per unit, at a cost of \$108 per day and with six portable unit installations in progress, the total savings is approximately \$5,832.

English Language Learner Program (ELLP) - Total Cost Saving/Avoidance \$18,710

The ELLP Management Information Systems Technology Specialist implemented a program that enables remote assistance to 250 ELLP computer users. Beginning in March 2008, a four-month benchmark study was conducted, which revealed 352 instances of remote assistance. This action saved the ELLP an estimated \$13,710 during the four-month study (mileage cost = 6,220 miles x .50 = \$3,110) + (travel time = 530 hours traveled x \$20 average wage = \$10,600).

Translation Services continues to grow, and as a result the original method of calendaring services proved inefficient. The Translation Coordinator researched commercial calendaring programs and then worked with the Technology Specialist to create a calendaring database that would meet the needs of their department. A comparable commercial system capable of handling scheduling for the 300+ CCSD schools would have an annual cost of \$6,500. The labor cost for developing the system was \$1,500. The net savings for the 2007-08 school year was \$5,000.

Food Service Department (FSD) - Total Cost Saving/Avoidance \$79,734 - \$133,084

The Food Service Department conducted a study to improve efficiency in their shipping procedures. Provided below is a comparison of the procedure demonstrating the improvement initiative. This is an excellent example of how MPS quality tools can be used to increase efficiency, raise morale, and bring more value to the educational environment.

Previous Procedure:

- Each driver was responsible for loading his or her own truck
- Day-shift drivers' average loading time: 1-1.5 hours for each route
- Night-shift drivers' average loading time: 2-2.5 hours for each route
- 21 day routes: 21-31.5 driver hours used for loading
- 9 night routes: 18-22.5 driver hours used for loading
- Total driver hours for loading: 39-54 hours
- Median wage for drivers: \$20.00
- Cost per day for loading: \$793 - \$1,097
- Yearly cost @194 days (9 months): \$153,842 - \$212,818

Improved Procedure:

- Loading crew was developed using warehouse workers
- Crew is composed of 3 warehouse personnel
- Labor hours: 24
- Median wage for warehouse worker: \$15.91
- Cost per day for loading: \$382
- Yearly cost @194 days (9 months): \$74,108

General MPS Training

November 12
December 9

Process Audits

November 2008 -
January 2009

ISO External Audit

February 23-26, 2009

Engineering a more efficient method of loading trucks and assessing the positions needed to perform the work resulted in an annual savings of \$79,734 - \$133,084.

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