

8-Step Process Implementation/Improvement Plan (PIIP)
Electronic Form

Richland College employees use the **8-Step Process Implementation/Improvement Plan (PIIP)** to document implementation of new processes/programs and improvement of existing processes/programs.

PLEASE NOTE: Input information in the grey highlighted areas. Boxes will expand as you type.

PIIP# 47 (to be assigned by IR/E)

PIIP Process Name: RLC External Benchmarking Process

Responsible Party: IR/E Staff

Part 1

Step 1. Anticipated Completion Date: *March 1, 2006*

Step 2. State implementation/improvement need and identify its related Strategic Planning Priority:

RLC ThunderTeam identified a need to systematically identify and benchmark best-practices at other institutions as a tool for continuous improvement. SPP #4 Improve Efficiency & Effectiveness of College Programs and Operations

Check Status: In Progress Complete

Step 3. List owner(s) of new process/program or improvement:

IR/E staff, RLC ThunderTeam

Check Status: In Progress Complete

Step 4. Identify root cause leading to this process implementation/improvement:

Although RLC leadership notes many best practices through attendance at state and national conferences, follow-up for a thorough investigation tends to fall through the cracks without a standardized institutional process.

Check Status: In Progress Complete

Step 5. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:

IR/E Department in conjunction with TT will develop a system by which identified potential best-practices are: (1) proposed, (2) accepted for further research and review, (3) assigned to a process owner, (4) adopted, revised or rejected. Evaluation of this process will be determined by the number of external best practices benchmarked and adopted by RLC. Budgetary impact will vary depending on the particular situation.

Check Status: In Progress Complete

NOTE: After you complete Part 1, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Department of Institutional Research/Effectiveness.

Date Submitted: **April 2005**

Date Updated:

Date Completed: **February 2006**

Part 2

PIIP# 47 (to be assigned by IR/E)

PIIP Process Name: RLC External Benchmarking Process

Step 6. Describe implementation/pilot approach:

IR/E developed a benchmarking template for use benchmarking an external organization. The template goes from initial investigation through a final evaluation. All benchmark opportunities are done using the template and posted to the college intranet for historical reference.

Check Status: In Progress Complete

Step 7. Report outcomes related to measures identified in Step 5:

Two external benchmarks have been documented using the template and five are in the process of being documented. The template has been formally adopted.

Check Status: In Progress Complete

Step 8. Describe hard copy or electronic method(s) for disseminating results:

Results will be disseminated through posting on the college intranet and ThunderTeam meetings.

Check Status: In Progress Complete

Step 9. Evaluate and describe success of this process (Steps 1-8):

The template has worked well thus far with no recommendations for improvement. Recommendations for modification will be sought at the conclusion of the academic year but changes are anticipated to be minimal.

Check Status: In Progress Complete

NOTE: After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Department of Institutional Research/Effectiveness.