

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.

44	PIIP Process Name: Baldrige-TAPE Feedback Reports Follow-Up
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	Step	Responsible Party	Check Status
Part 1	1. <i>Anticipated Completion Date:</i>	Jun-05	
	2. <i>State implementation/improvement need and identify its related Strategic Planning Priority.</i>	Fonda Vera Cindy Castañeda Kay Eggleston Gloria Washington ThunderTeam	In Progress
	A more effective deployment process for follow-up on Opportunities for Improvement (OFIs) identified in Baldrige and TAPE Feedback Reports.		✓ Complete
	3. <i>List owner(s) of new process/program or improvement:</i>	Note: Leave blank	In Progress
	Kay Eggleston, Fonda Vera, Cindy Castañeda, and ThunderTeam members		✓ Complete
	4. <i>Identify root cause leading to this process implementation/improvement:</i>	Note: Leave blank	In Progress
	Lack of a systematized process to address Oportunities for Improvement (OFIs) from Baldrige and TAPE Feedback Reports resulted in time lags in addressing opportunities and lack of clarity regarding responsible persons.		✓ Complete
	5. <i>Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:</i>	Fonda, Cindy, Kay Kay Fonda, Cindy, Kay ThunderTeam Responsible Party Kay, Gloria Kay, Gloria Kay	In Progress
	Feedback Report Analysis Team identified.		✓ Complete
	Disseminate Feedback Report to ThunderTeam.		
Develop Implementation Grid to include item, action, responsible party, date.			
Approval of plan by ThunderTeam.			
Report progress monthly at KPI/QEP Review Meetings.			
Document cycles of improvement.			
Document best practices.			
Incorporate results in subsequent Baldrige (May) and TAPE (Dec.) applications.			

After you complete Part I, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Institutional Research Office.

Date Submitted: 2/8/2005
Date Completed: 12/2005

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	Step	Responsible Party	Check Status
P a r t 2	<p>6. Describe implementation/pilot approach:</p> <p>Process identified and key responsible persons identified. Full implementation with next TAPE Feedback Report received in May 2005</p>	Fonda, Cindy, Kay	In Progress
			✓ Complete
	<p>7. Report outcomes related to measures identified in Step 5:</p> <p>Richland was named a recipient of the Texas Award for Performance Excellence in May 2005 and a recipient of the Malcolm Baldrige National Quality Award in November 2005. Scores on the 19 category subsections for the most recent Baldrige Feedback Report show increases in 14 subsections, same score level on 4, and a decrease on one. We increased from Scoring Band 4 to Band 5.</p>	Fonda, Gloria, Bao, Kay, ThunderTeam	In Progress
			✓ Complete
	<p>8. Describe hard copy or electronic method(s) for disseminating results:</p> <p>The most recent Baldrige Application is posted on the internet on the RLC homepage. Feedback Reports are posted to the intranet. Nearly 100 hard copies of the Baldrige Application were distributed to LeadTeam and departments. Hard copies of the Feedback Report were distributed to the TT, Category Champions, and others who request one. A team and TT analyzes the Feedback Report's Opportunities for Improvement, where they make decisions about priority items for cycles of improvement initiatives.</p>	Fonda, Gloria, Bao, Kay, ThunderTeam, Web Staff	In Progress
			✓ Complete
	<p>9. Evaluate and describe success of this process (Steps 1-8)</p> <p>The plan for twice-per-year analysis of the Feedback Reports by a team included prioritization of opportunities for improvement, identification of individuals responsible, and review and approval of ThunderTeam. This approach improved our follow-up and shortened our timeframes for implementation of cycles of improvement. The improvements in 14 category subsection scores on the most recent Baldrige Feedback Report provide evidence of our success with this process. Being named both a Texas Award for Performance Excellence and National Malcolm Baldrige Award recipient in 2005 provides external validation of our continuous improvements, including being the first community college to ever named a Baldrige recipient.</p>	Kay	In Progress
			✓ Complete

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

Date Submitted:
2/8/2005
Date Completed:
12/2005