

RICHLAND COLLEGE PERFORMANCE EXCELLENCE MODEL

Vision
Mission
Values
Core Competencies
Strategy

Four Strategic Planning Priority Goals

Strategic Planning

1. Response to Community 2. Student Success 3. Employee Success 4. Institutional Effectiveness

College Dashboard Elements

Institutional Processes we Improve:

- Student Learning
- Student Services
- Employee Services
- Support Services

Process

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Evaluation

Process
Implementation
Plans
(PIIP)

Performance Excellence Areas we Assess:

- Leadership
- Strategic Planning
- Student, Stakeholder, and Market Focus
- Measurement and Knowledge Management
- Employee Focus
- Process Management
- Results Focus

Organizational
Action
Plans

Departmental
Action
Plans

Quality
Enhancement
Plan
(QEP)

Individual
Action Plans (IAP)
Progress
Discussions (PD)

Performance
Improvement,
Benchmarking
& Innovation

Shared
Learnings