A JOURNEY TOWARD EXCELLENCE

An APQC Webinar

Wednesday, September 19, 2018 | 9:00 a.m. PST | 11:00 a.m. CDT
SPEAKER

Dr. Harold Vollkommer
San Bernardino City Unified School District (SBCUSD)
A Journey Toward Excellence
(with an assist from APQC)

September 19, 2018

Harold J. Vollkommer, Ed.D.
Deputy Superintendent
SBCUSD – Pursuing Excellence
A Bit of History

- The “Evolution” of SBCUSD
- Economics
- Crime
- Large, Urban, and Underachieving
- City of San Bernardino Bankruptcy
Something Has to Change
New Leadership
A Stealth Approach
SBCUSD Pursuing Excellence
Enter APQC

- Process and Performance Management – P/PM
- Fostering/Measuring Continuous Improvement
- Taking It In Baby Steps/Going Slow to Go Fast
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The Projects

**Round 1 – 2015-16**
- Purchasing Approval
- Classified Hiring
- Certificated Onboarding

**Round 2 – 2016-17**
- Enrollment Management
- Grounds
- Program Evaluation

**Round 3 – 2017-18**
- Data Management
- Attendance
- Classified Hiring

**Current – 2018-19**
- Work Orders
- Transportation
- Facilities Cleanliness
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The Results

- A Mixed Bag
  - Some Sustained, Some Not

- Learning the Process
  - Some Did, Some Not

- With Continuous Improvement, You’re Never Really Done
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Key Learnings

- Change Takes Time
- Compliance Versus Commitment
- Activity Versus Productivity
- Improve the Documentation Process - Web Pages
- The Role of the Champion – Accountability
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What’s Next?

▪ Sustainability
▪ Scalability
▪ Part of our Fabric
QUESTIONS?
CONTACT US

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A New Continuous-Improvement Mindset
For more information, check out our K-12 Education page.
The world’s foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management.