

APQC EDUCATION OFFERINGS

ORGANIZATIONAL ASSESSMENTS

Our Organizational Assessment (“OA”) provides your district with a rigorous and objective external view of the organization. It assesses the district’s performance from a systems, process, and people perspective providing a multi-dimensional appraisal. The OA process includes information gathering and analysis that involves interaction and communication with internal and external stakeholders as well as reviewing district documentation. The OA culminates with a face-to-face meeting with district leaders to report and discuss the findings. The feedback session provides an opportunity for district leaders to understand the district’s strengths and opportunities for improvement, outline next steps on its continuous improvement journey, and incorporate the findings into the strategic plan.

STRATEGY TO ACTION

Strategic Planning Workshop – This workshop provides a venue for multiple districts or organizations/departments to work collaboratively in developing a comprehensive and actionable strategic plan. The workshop engages the strategic planning teams in strategic objective setting, strategy identification and definition, development of specific action plans with accountable ownership, and a monitoring plan for tracking performance over time. An additional benefit of participating in this workshop is the opportunity to collaborate and learn from peers in other districts.

Customized Strategic Planning with Your District – Development of an individual, customized strategic plan involves the collaboration of the organization leadership and designated individuals from the stakeholder community of the district facilitated by APQC. The group develops strategic goals and objectives, identifies and defines strategies, develops action plans and assigns accountability for implementation. Additionally, they develop a monitoring plan for performance evaluation and a detailed communication plan to keep stakeholders updated on the district’s progress against the plan. This process allows stakeholders to collaborate about where the district is, where it is headed and the journey to get there.

Support with Implementation and Monitoring of Plan - Ongoing monitoring and maintenance of the strategic plan ensures its success. Evaluation of the scorecard and dashboards developed with the strategic plan is an essential responsibility of the leadership team. The governance, reporting mechanisms and accountabilities for execution are key aspects of monitoring the plan. APQC assists the leadership team in implementing the plan as well as assisting in evaluating the performance of the organization in its plan execution. APQC’s support in this process ensures the district is implementing, monitoring and communicating progress to all stakeholders.

OPERATIONAL EXCELLENCE

Comprehensive Improvement Effort (CIE) – This effort Targets 3-5 key/strategic areas of concern that are meaningful and impactful to the organization. The CIE has two objectives: transfer fundamental process and performance management skills to the organization and

achieve improvement results for the organization via project teams. Project teams are comprised of 4-6 members who will focus on an improvement opportunity. APQC assists the organization in identifying and defining the projects. During the workshop, the project teams learn the fundamentals and basics of process improvement and apply the techniques to the project. Structure for the project effort incorporates the DMAIC methodology. Support is provided to the team during the project work, implementation, and closure via coaching calls.

Focused Improvement Effort (FIE) - This offering helps you improve a single area of concern that would benefit from process improvement or a process redesign. In this work, we help you identify a cross-functional team of 4-6 members to focus on this issue and then support that team in an implementation consisting of approximately 16 hours of onsite work combined with virtual support spanning a period of 6-8 weeks.

Using Data Effectively – Good data plays a key role in high-functioning organizations helping them to understand their effectiveness, drive decisions, and create positive outcomes. This two-day interactive workshop works with a district to sort through its current data to determine nice to know vs. need to know data. Learn how to use data to identify problem areas and build the business case for improvement activities. Additionally, you will learn how to communicate the findings from the data to various audiences.

EXECUTIVE COACHING

As districts begin to build-out the internal infrastructure and governance systems necessary to internalize and sustain PPM work, APQC often serves as executive coaches for cabinet level leaders. This coaching is highly customized and equips leaders with the individual tools necessary to build their own strategic and PPM leadership capabilities.

SYSTEMIC REDESIGN IMPROVEMENT

Our Systemic Redesign Improvement offering helps you fully redesign processes in a key area. This work is highly customized based on your needs and will be a combination of onsite and virtual services. One district engaged in this style of work to completely redesign all of the key processes in their HR department. We spent 12 days onsite with them over a 6-month period and provided 20-30 hours of virtual support. In another effort, we worked with a district on curating digital content as a first step toward achieving the district's transformative goal to move its academic strategy to personalized learning.

"PROCESS THINKING" WORKSHOP

Our "Process Thinking" Workshop is designed to introduce leaders across your system to the basics behind PPM and how it can help them capture, scale and sustain transformation on a daily basis. This workshop is a great way for leadership to capture voice-of-customer to drive improvement.

ABOUT APQC EDUCATION

APQC Education helps education leaders capture, scale and sustain transformation to improve student outcomes. We help educators redesign outdated or inefficient processes and break down functional silos which saves time, saves money and empowers people. This work occurs through the implementation of Process and Performance Management (PPM) methodologies and the identification of best practices. Visit www.apqceducation.org to get started.