



FRISCO INDEPENDENT SCHOOL DISTRICT

Business Applications Support Performance Process Management Action Teams Update

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Technology Enablement

Implementation of key platforms such as Electronic Student Registration, Predictive Analytics, Data Validation, Electronic Content Management, Forms Management, and Workflow will all result in opportunities to:

- Streamline the process of documents, records, and data between departments and staff
- Focus staff on more value added opportunities
- Identify duplication of effort
- Provide electronic documents that will be protected by our network backups and less susceptible to theft, loss and destruction from natural disasters
- *Establish groundwork for best practices in business process automation*



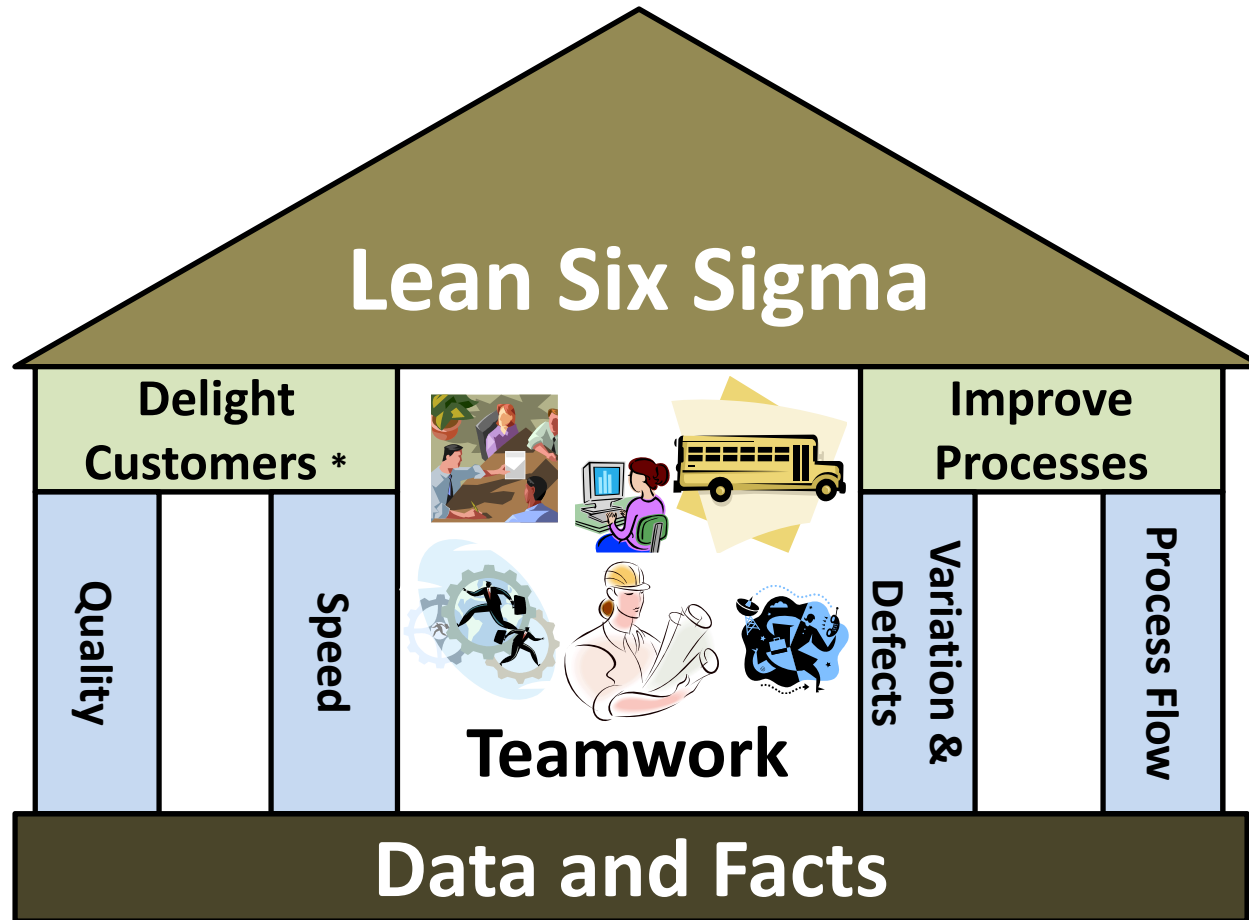
Reengineering is the Key

“Implementing any significant technology solution, without a focused reengineering effort of processes and activities isn’t worth the effort.”

- Without reengineering, project comes complete with a lifetime guarantee for disappointment
- All tangible benefits are derived from business process change, not technology
- Don’t pave the cow path
- Provides opportunities for workforce to focus on more value added responsibilities
- Since inputs are static, process improvement is the only way to improve results



The 4 Keys to Lean Six Sigma

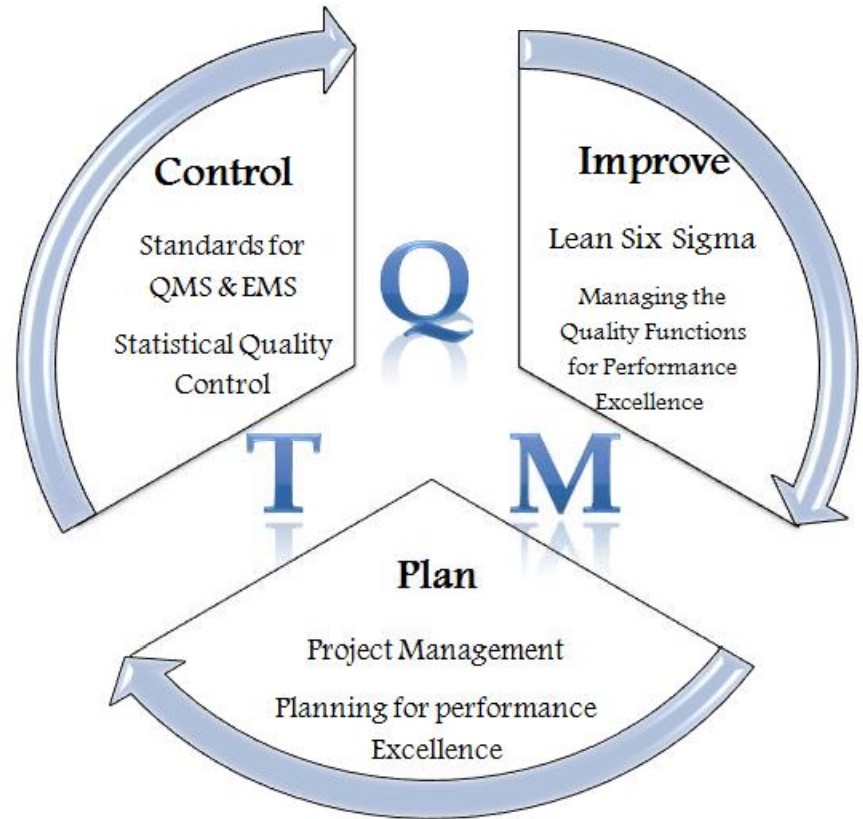
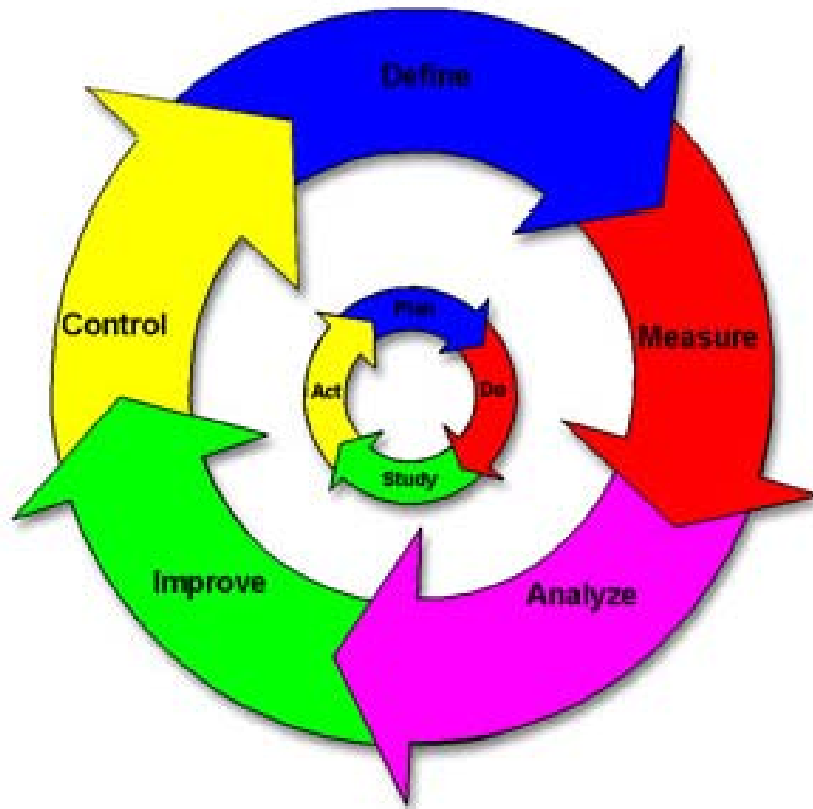


“*” Customers include both internal and external



Total Quality Management

The principles of Total Quality Management include activities common to any improvement process; plan, do, study, act.



What is APQC?

American Productivity and Quality Center

Mission: Improve productivity and quality

- Houston, TX based nonprofit founded in 1977
- Created the Malcolm Baldrige Award in 1983
- Global leader in Process Management, Knowledge Management, and Benchmarking Best Practices
- Business Sectors – Healthcare, Financial, Government, Military, Manufacturing, and Education
- Across 54 nations and 6 continents

Education Group created in 1998–

Mission is to transform education



Dr. Jack Grayson
APQC Founder and CEO



North Star Project

- The 70+ members of the APQC Education North Star Community have saved in excess of \$110M on completed projects to date
- Through Process and Performance Management we will:
 - Redesign inefficient processes
 - Reduce waste and redundancies
 - Use cross-functional process methodologies to break down functional silos
- All processes lead to student achievement



The End of the Beginning

September 5th

- Completed full-day Strategic Overview of Process and Performance Management with entire Instructional Support Team and selected key leaders
- Focus on fundamentals of Process and Performance Management in K-12 public education, as well as a review of documented North Star Projects
- Introduction of DMAIC (**D**efine, **M**easure, **A**nalyze, **I**mprove, **C**ontrol) and why it is such a powerful methodology for continuous improvement
- Introduction of SIPOC (**S**upplier, **I**nput, **P**rocess, **O**utput, **C**ustomer) as a business process mapping tool
- Completed the project selection ranking of Process and Performance Management opportunities
- Established the selection criteria for members of the 5 “Action Teams”



Action Teams

September 24th – 27th

- 5 projects/opportunities, 5 teams/6 members per team
- Session included an overview of formalized Process and Performance Management, DMAIC, Process Mapping, Change Management, Measurement, Root Cause Analysis, Improvement, and Control
- Identified Projects/Opportunities:
 - Position Control/Inventory
 - Hiring/On-Boarding
 - Auxiliary Payroll Processing
 - Professional Development
 - Professional Contract Services



Action Teams/Members

Position Control

- Dr. Todd Fouche – Team Leader
- Tammye Almand
- Dr. Wes Cunningham
- Ronnie Elmore
- Keri Miller
- Shana Mckay Wortham

Hiring/On-Boarding

- Melissa Fouche – Team Leader
- Liz Abbott
- Mike Bomar
- Jamie Driskill
- Clutie Graham
- Denise Leafgren

Professional Development

- Dr. Deidre Parish – Team Leader
- Windy Hudson
- Dr. Larry Lewis
- Cheryl McDonald
- Cindy Rodriguez
- Brandi Wall

Auxiliary payroll Processing

- Lori Wassam – Team Leader
- Javier Gaona
- Mary Hewlett
- Brad Longfellow
- Debera Tredennick
- Cynthia Weldon

Professional Contract Services

- Richard Oldham – Team Leader
- Beverly Brunson
- John Curran
- Dr. Braden Hoelzle
- Kathy Sewell
- JoAnn Tinney



It's a Marathon not a Sprint

