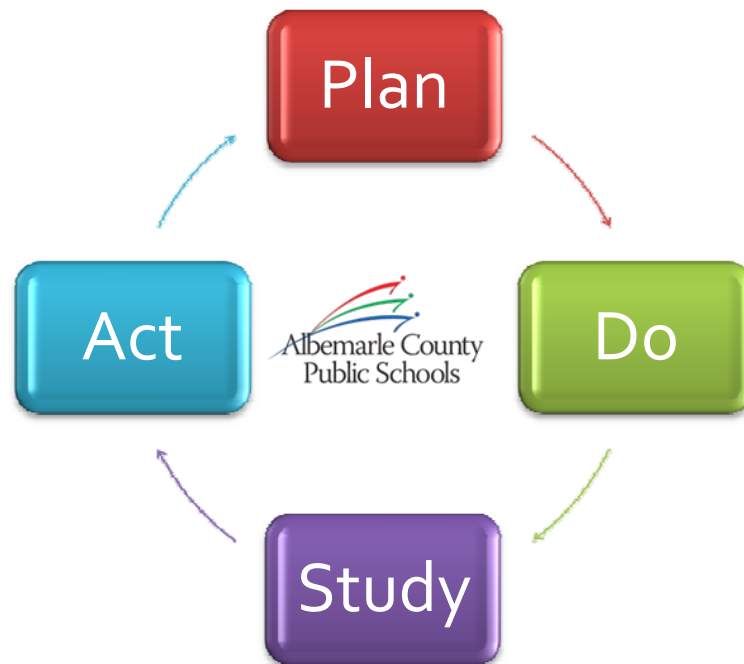


Plan-Do-Study-Act

*A Systematic Continuous Improvement Approach
to Organizational Excellence*



"Quality is not an act,
it is a *habit*"

Aristotle

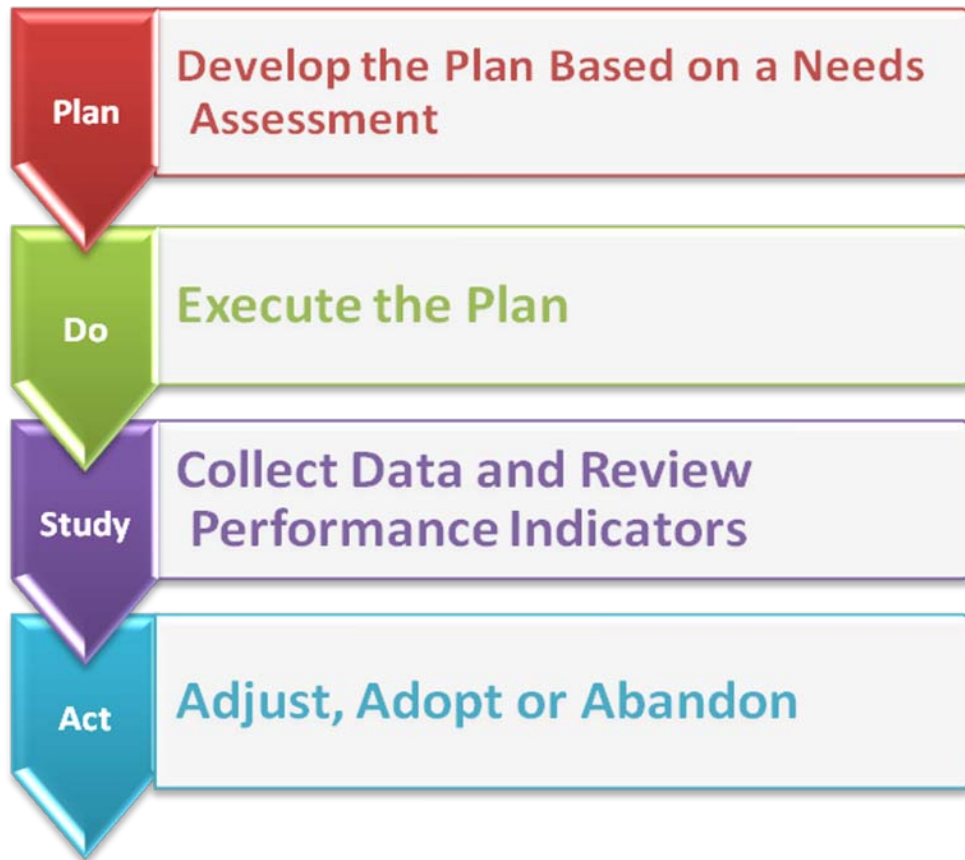
ACPS has adopted a widely used *4-step improvement cycle* to systematically guide continuous improvement efforts



Plan-Do-Study-Act (PDSA) can be *used to manage incremental improvements* throughout the organization



...using *4 simple steps*



Our Strategic Questions



What have we done well?

Where do we need to improve?

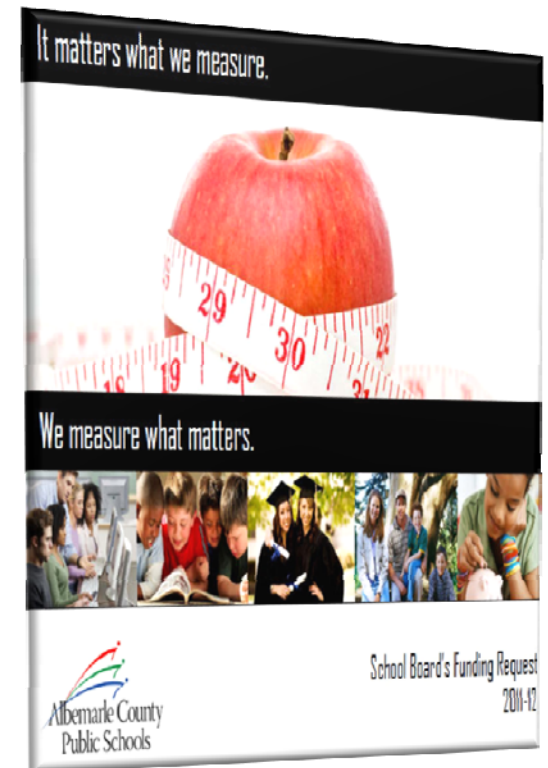
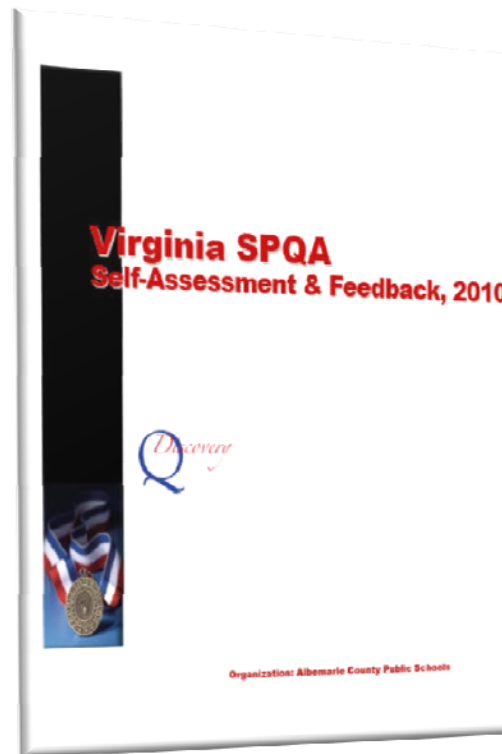
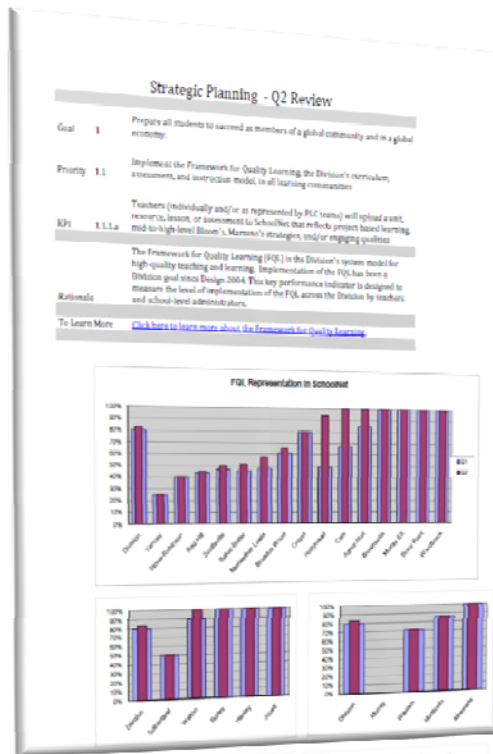
Where can we best leverage opportunities for success?

What critical challenges do we face in the future?

How do we
systematically
answer these
questions?



Answers Informed By



Quarterly Reviews

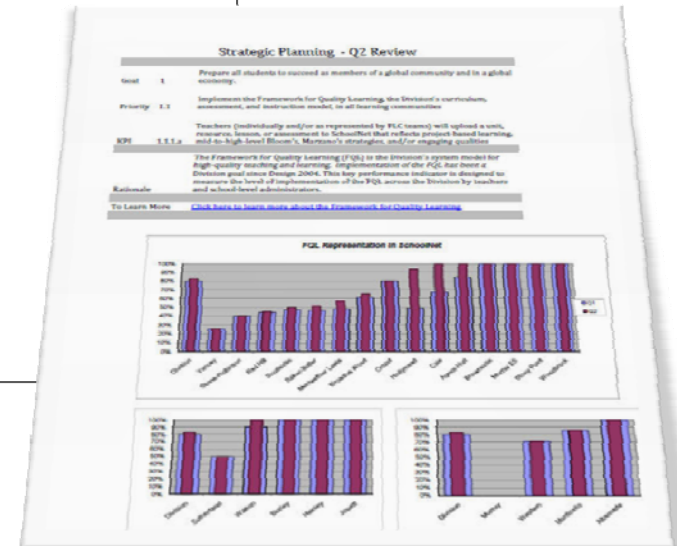
Feedback from
Independent Examiners

Budget Process

Quarterly Review of Key Performance Indicators

❑ *What have we done well?*

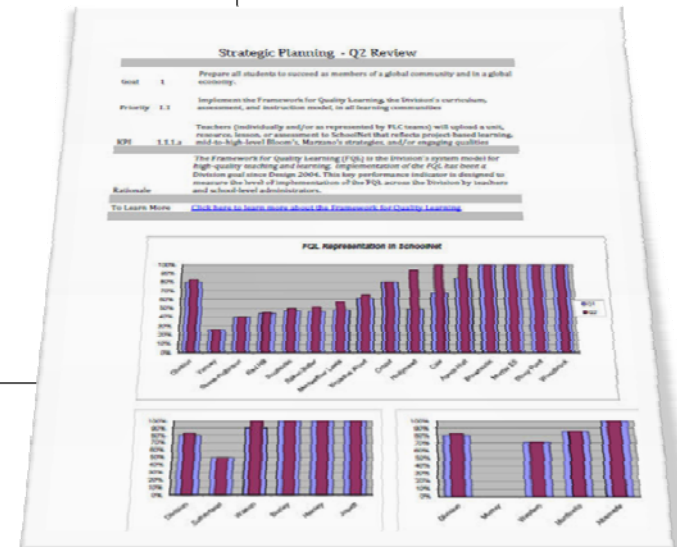
❑ *Where do we need to improve?*



Examples of *Using PDSA* to Inform Continuous Improvement

❑ *What have we done well?*

❑ *Where do we need to improve?*





PDSA used by an *elementary school principal* to frame ongoing data meetings and drive instructional change



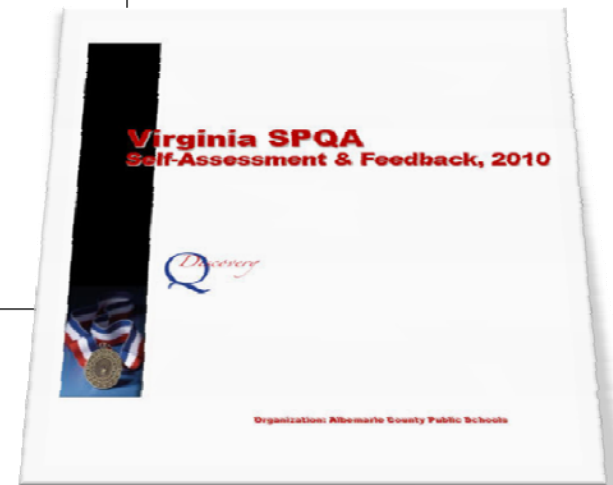
PDSA approach used by a
department director to
address deviations in
“pre-trip” bus inspections

What are other ways we
systematically
answer our strategic
questions?



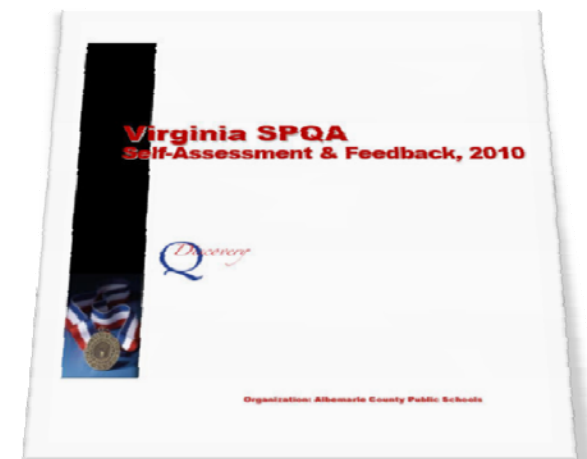
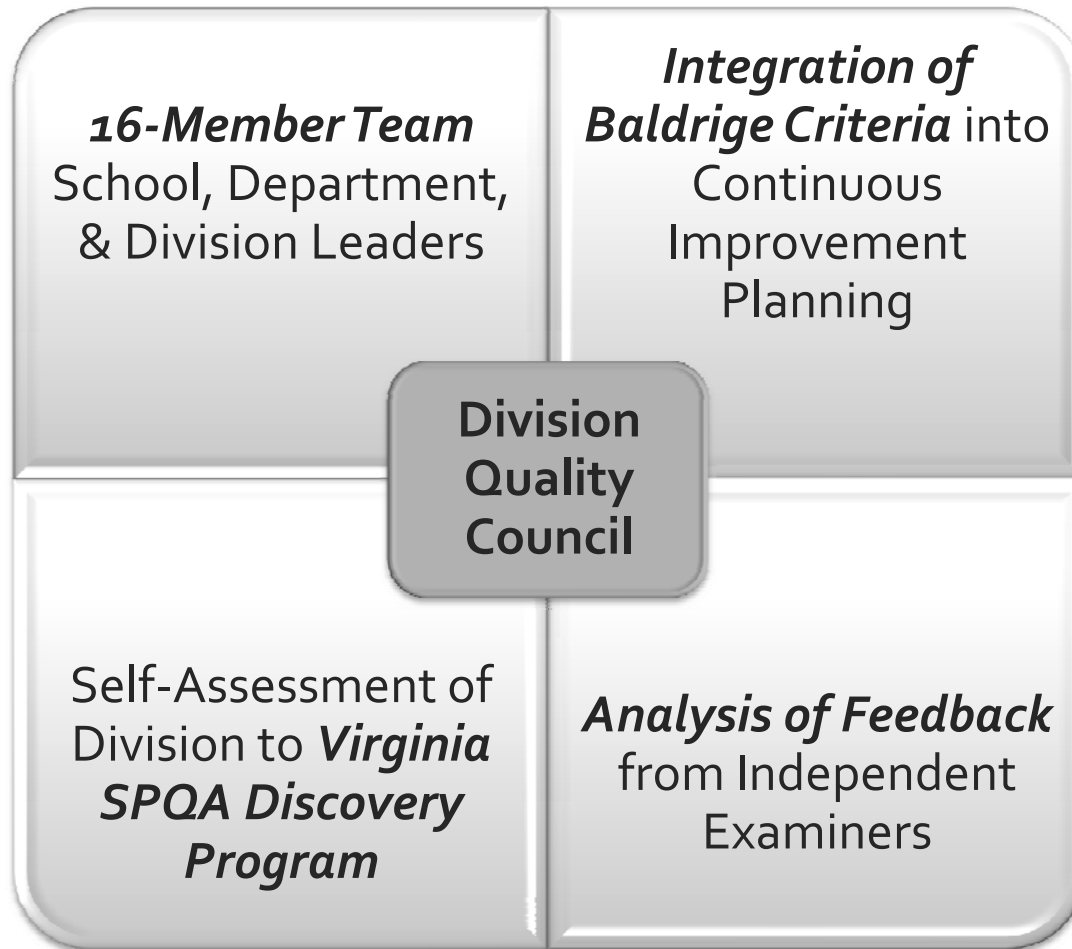
Feedback from *Independent External Sources*

- ❑ *What have we done well?*
- ❑ *Where do we need to improve?*

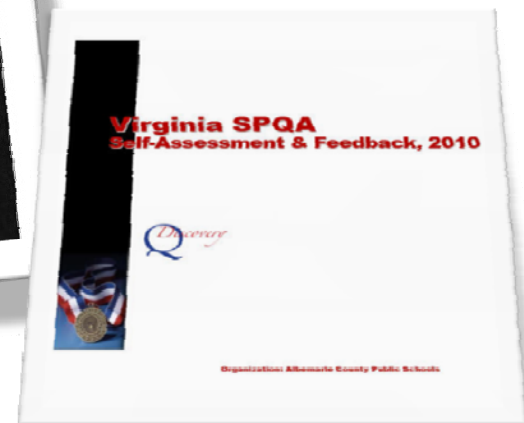


Virginia SPQA Discovery Program

Independent External Feedback



Division Recognized at *Virginia Forum for Excellence* in Richmond



Analysis of SPQA Feedback

The Result: 8 Key Recommendations



- 1) Develop a process to revisit/revise the validity of Strategic Goals that includes stakeholder input
- 2) Develop a process to review the validity of the Balanced Scorecard performance indicators and alignment with improvement planning
- 3) Develop an approach to clarify how the Balanced Scorecard relates to action plans and how data is used to improve performance
- 4) Evaluate the impact of implementing recommendations from the Resource Utilization Study

Analysis of SPQA Feedback

The Result: 8 Key Recommendations



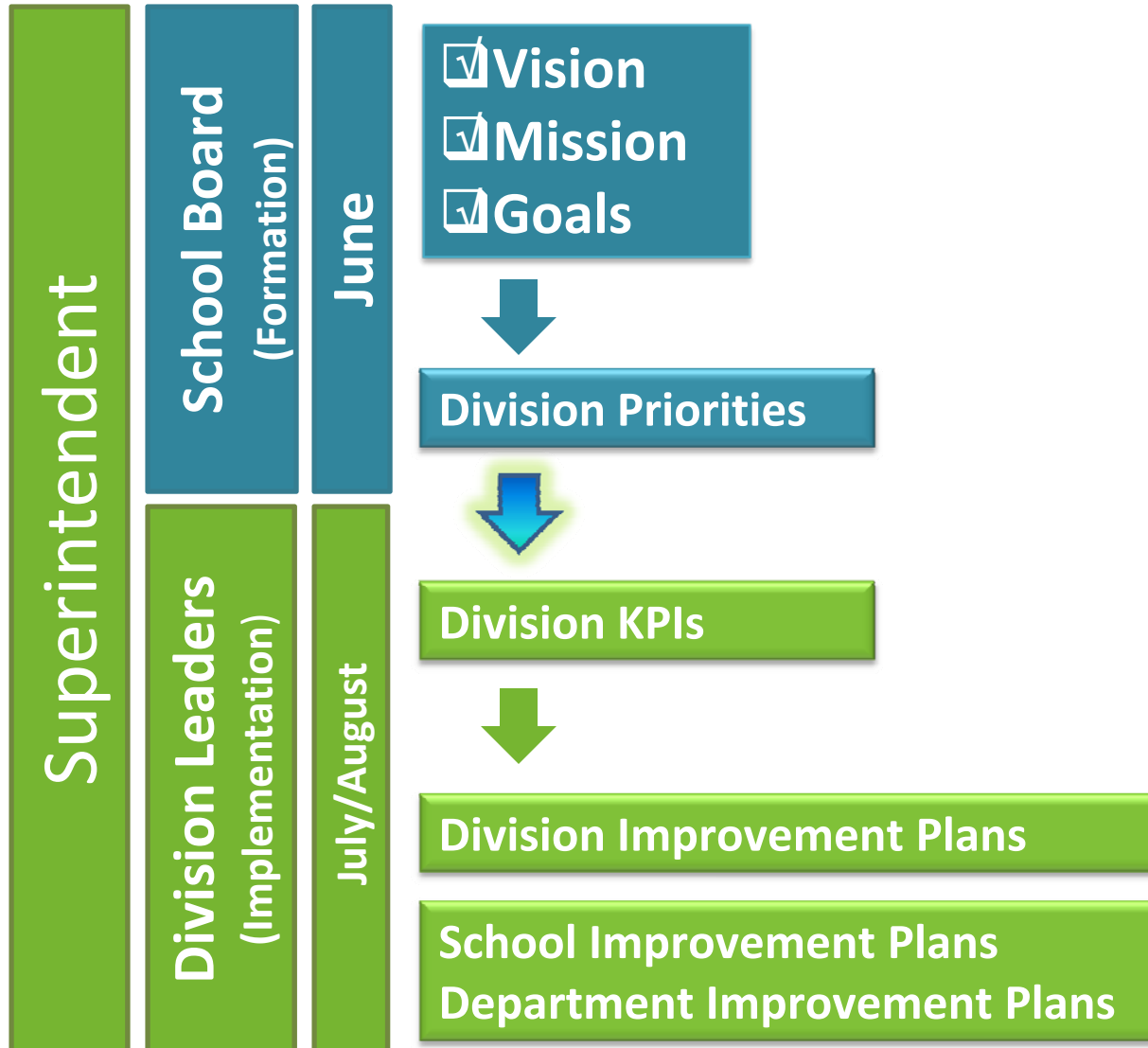
- 5) Develop a process to review, analyze, and improve communications with Division stakeholders
- 6) Develop a process to evaluate if we are reaching all stakeholders, including all members of the workforce, and to gauge their level of satisfaction
- 7) Develop an approach to informing stakeholders about what is done with their feedback
- 8) Develop a knowledge management approach to capture, utilize, and update institutional knowledge and standard operating procedures. Begin by focusing on the new administrator guide.

Looking Forward:

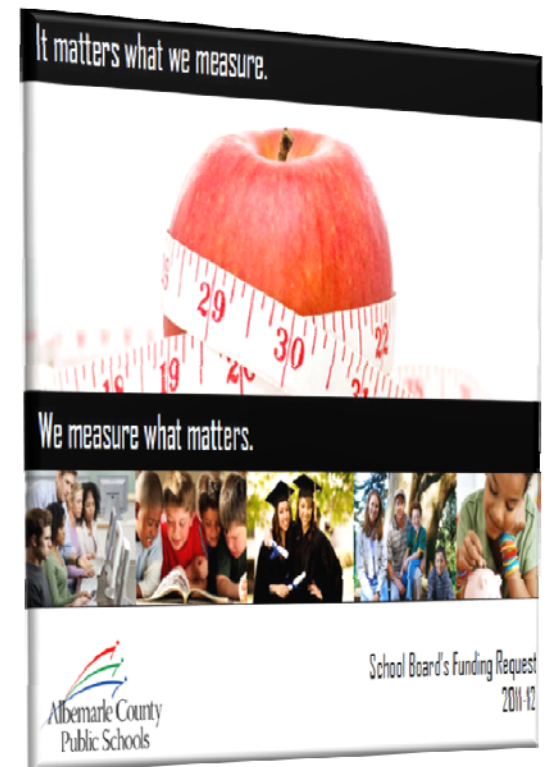
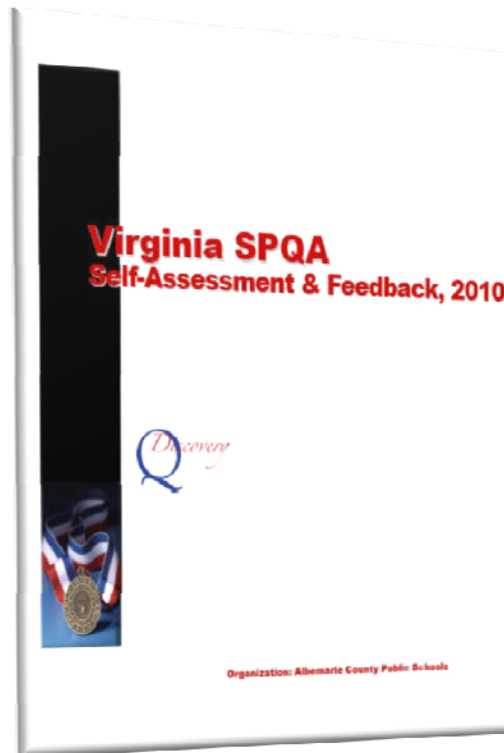
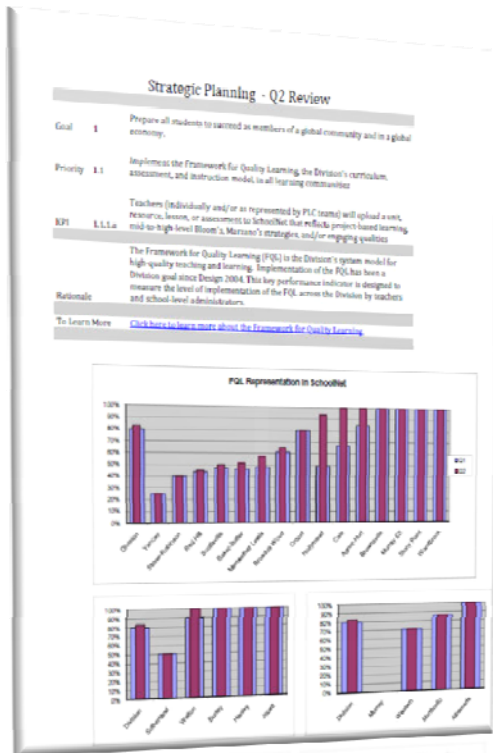
*Strategic Planning Process
& School Board Retreat*



Strategic Planning Process



Informing the School Board Retreat



By June 30th

Revisit/Revise *Strategic Goals*

- *Long-term desired outcomes for the Division*
- *Overall direction*

Establish/Confirm *Board Priorities*

- *Provide focus*
- *Inform school, department, individual improvement plans*

Timing is important in order to align improvement plans and action plans at the School and Department Level by the start of school



Next on the Agenda



Quarterly Review Discussion

Quality Council
Recommendations

Considerations for Board
Retreat