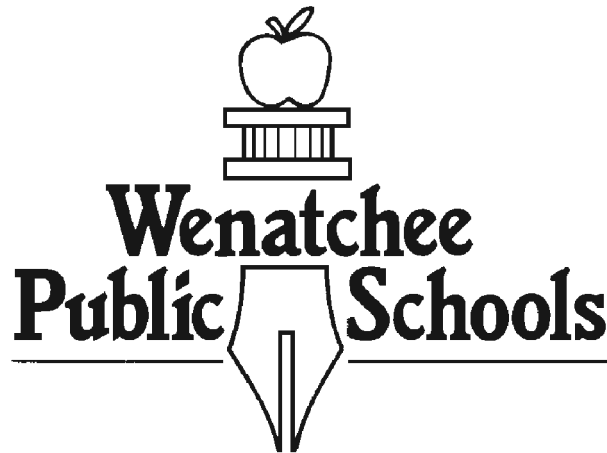

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

The online version of this manual is official; therefore, all printed versions are unofficial copies.



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End of Section.

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2.0 TERMS AND DEFINITIONS:

- 2.1 **Customer (also known as "stakeholder")** – The recipient of a product or service.
- 2.2 **Quality** – A defined standard assigned to a product or service as defined by each department or functional area.
- 2.3 **Cabinet** – Top management as referenced in the ISO 9001 Standard is referred to as "The Cabinet" in the Wenatchee School District Manual. The members of the Cabinet include the Superintendent, Assistant Superintendent of Operations, Assistant Superintendent of Human Resources, Assistant Superintendent of Learning and Teaching, and the Chief Financial Officer.
- 2.4 **Process** – The act of carrying out required steps of procedures within the departments of the district's administration. The departments involved are identified in the Process Control section of this manual.
- 2.5 **Product** – The supply of resources and services needed to manage the district's administration process, including the curriculum used to teach students.
- 2.6 **Organization** – The Wenatchee School District. Herein known as "district," "Wenatchee School District" or "WSD."

Section Responsibility: Management Representative

End of section.

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3.0 MANAGEMENT RESPONSIBILITY:

- 3.1 Cabinet shall provide evidence of its commitment to the development and implementation of the Process Management System and continually improving its effectiveness by
 - 3.1.1 communicating to the district the importance of meeting customer as well as state and federal requirements,
 - a) The Cabinet shall ensure that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.
 - 3.1.2 establishing the quality policy (see section 3.2 of this manual),
 - 3.1.3 ensuring that quality goals/targets are established (see section 3.3 of this manual),
 - 3.1.4 conducting management reviews (see section 3.7), and
 - 3.1.5 ensuring the availability of resources (see section 3.9).
- 3.2 Quality Policy: The Cabinet shall ensure that the quality policy
 - 3.2.1 is appropriate to the purpose of the district,
 - 3.2.2 includes a commitment to comply with requirements and continually improve the effectiveness of the Process Management System,
 - 3.2.3 provides a framework for establishing and reviewing quality goals/targets per the continuous improvement plan (PMS-P008), is communicated and understood within the district, and is reviewed for continuing suitability.
 - 3.2.4 The quality policy for WSD is as follows:
"We are committed to providing the highest quality of services to our customers in compliance with requirements. We will achieve this through monitoring and continuously improving our performance based on district objectives and customer needs."
- 3.3 Quality Goals/Targets:
 - 3.3.1 The Cabinet ensures that quality objectives, including those needed to meet customer requirements (see section 5.2), are established at relevant functions and levels within the district. The quality goals/targets are measurable and consistent with the quality policy. The continual improvement planning procedure is an integral part of quality goals/targets.
- 3.4 Responsibility and Authority:
 - 3.4.1 The Cabinet has ensured that the responsibilities, authorities, and their interrelation are defined and communicated within the district.
 - 3.4.2 Responsibilities are defined in job descriptions maintained by the Human Resource Department.
 - 3.4.3 The interrelation of personnel within the district is defined in organizational charts that are located on the Process Management System website.

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- 3.4.4 An organizational chart defining the Cabinet as well as their direct reports can be found in this manual in the section entitled "Cabinet Organizational Structure."
- 3.5 Management Representative:
- 3.5.1 The Superintendent has appointed the Assistant Superintendent of Operations and Director of Food Services, members of management who, irrespective of other responsibilities, have responsibility and authority that includes
- a) ensuring that processes needed for the Process Management System are established, implemented and maintained,
 - b) reporting to the Cabinet on the performance of the Process Management System and any need for improvement, and
 - c) ensuring the promotion of awareness of customer requirements throughout the district.
- 3.6 Internal Communication:
- 3.7 The Cabinet ensures that appropriate communication processes are established within the district and that communication takes place regarding the effectiveness of the Process Management System.
- 3.8 Management Review:
- 3.8.1 The Management Review Team shall review the district's Process Management System at least quarterly to ensure its continuing suitability, adequacy, and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the Process Management System, including the quality policy and quality objectives.
- 3.8.2 Attendance, at a minimum, shall include the Assistant Superintendent of Operations and Director of Food Services (also known as the management representatives).
- 3.8.3 The input to management review shall include the following:
- a) results of audits showing process performance and level of conformity,
 - b) customer feedback,
 - c) preventive and corrective actions,
 - d) follow-up actions from previous management reviews,
 - e) planning of the process management system, including any planned changes that could affect the integrity of the Process Management System,
 - f) and recommendations for improvement.
- 3.8.4 Review output: The output from the management review shall include any decisions and actions related to the following:
- a) improvement of the effectiveness of the Process Management System and its processes,
 - b) improvement of the district related to customer requirements,

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c) and resource needs.

3.8.5 Records from management reviews are maintained per PMS-P002.

3.9 Analysis of Data:

3.9.1 The district shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the Process Management System and to evaluate where continual improvement of the Process Management System can be made.

3.9.2 This shall include data generated as a result of monitoring and measurement of the various activities within the district. This process includes the continuous improvement procedure, PMS-P008. The analysis of data shall provide information relating to

- a) customer satisfaction,
- b) conformance to customer requirements per section 5.2,
- c) characteristics and trends of processes and products, including opportunities for preventive action, and
- d) Vendors per PUR-P004.

3.10 Provision of Resources:

3.10.1 The district has determined and provides the resources needed for all departments in the administration area of Wenatchee School District to

- a) implement and maintain the Process Management System and continually improve its effectiveness, and
- b) enhance customer satisfaction by meeting customer requirements.

3.10.2 The resources needed for all departments are identified by the department's organizational structure. These organizational structures are located on the district's website for the Process Management System.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P002	Management Review Procedure
PMS-P008	Continuous Improvement Process
PMS-P009	Decision-Making Process

End of Section.

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4.0 PROCESS MANAGEMENT SYSTEM & DOCUMENTATION REQUIREMENTS:

4.1 General Requirements:

4.1.1 WSD has established and documented a Process Management System and maintains and continually improves its effectiveness in accordance with the requirements of ISO 9001: 2000.

4.1.2 WSD shall

- a) identify processes needed for the Process Management System and their application throughout the organization. These processes (per each department) are identified in section 8.0 of this quality manual.
- b) determine the sequence and interaction of these processes. This requirement is addressed through flowcharts and/or documented procedures for each of the identified processes that are within the scope of the Wenatchee School District's ISO 9001: 2000 certification.
- c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) ensure the availability of resources and information necessary to support the organization and monitoring of these processes.
- e) monitor, measure and analyze these processes.
- f) implement actions necessary to achieve planned results and continual improvement of the processes.

4.1.3 The processes shall be managed by WSD in accordance with the requirements of ISO 9001: 2000.

4.1.4 Where WSD chooses to outsource any process that affects product/process conformity with requirements, WSD shall ensure control over such processes. Control of such outsourced processes shall be identified within the Process Management System.

4.2 General Requirements for Documentation: The Process Management System documentation includes the following:

4.2.1 documented statements of quality policy and quality objectives (planning tables),

4.2.2 a Quality Manual (see section 4.3),

4.2.3 documented procedures required by ISO 9001: 2000 and WSD that are referenced at the conclusion of each section of this manual,

4.2.4 quality records required by ISO 9001: 2000 and district policies, procedures, and/or work instructions referenced within the documents.

4.3 Quality Manual:

4.3.1 A quality manual (this Tier/Level One document), which has been developed, implemented and is being maintained defining the requirements of ISO 9001: 2000 and district requirements. This manual includes:

- the scope of the Process Management System, including details of and justification for any exclusions (which can be found in the specific sections where exclusions occur) and

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- the documented procedures to meet the requirements of ISO 9001: 2000, or reference to them.

4.4 Control of Documents:

4.4.1 Documents required by the Process Management System are controlled. A documented procedure has been established to define the controls needed:

- a) to approve documents for adequacy prior to issue,
- b) to review and update as necessary and re-approve documents,
- c) to ensure that changes and the current revision status of documents are identified,
- d) to ensure that relevant versions of applicable documents are available at points of use,
- e) to ensure that documents remain legible and readily identifiable
- f) to ensure that documents of external origin are identified and their distribution controlled, and
- g) to prevent the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

4.5 Control of Records:

4.5.1 Quality records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Process Management System. Quality records remain legible, readily identifiable, and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of quality records.

4.6 Process Management System Planning:

4.6.1 Management has ensured during management review meetings that

- a) the planning of the Process Management System is carried out in accordance with documented procedures and/or work instructions in order to meet the requirements of element 4.1 of ISO 9001: 2000, and
- b) the integrity of the Process Management System is maintained when changes are planned and implemented.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P001 Document Control Procedure
PMS-P002 Management Review Procedure
PMS-P003 Quality Records Procedure

End of Section.

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5.0 CUSTOMER RELATED PROCESSES:

- 5.1 The district shall determine:
 - 5.1.1 Customers and their requirements are discussed at the biannual supportive reviews.
 - 5.1.2 State and federal requirements related to the performance of the district.
 - 5.1.3 Any additional requirements determined by the district.
- 5.2 Review of Customer Requirements:
 - 5.2.1 The departments/district shall review the requirements related to the needs of the customer. This review (in the form of surveys and/or other methods) is conducted at least annually. This review ensures that
 - a) customers and their requirements are defined,
 - b) concerns of the district are addressed, and
 - c) the departments/district has the ability to meet the defined requirements.
 - 5.2.2 Records of the results of the review and actions arising from the surveys are maintained.
- 5.3 Customer Communication:
 - 5.3.1 The district shall determine and implement effective arrangements for communicating with customers in relation to changes in requirements and customer feedback including customer complaints.
- 5.4 Customer Satisfaction:
 - 5.4.1 As one of the measurements of the performance of the Process Management System, the district shall monitor information relating to customer perception as to whether the district has fulfilled customer requirements. The methods for obtaining and using this information are specified in PMS-P010, Customer Satisfaction Procedure.

Section Responsibility: Departmental Managers

Procedures supporting this section:

PMS-P010 Customer Satisfaction Procedure

End of Section.

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6.0 PURCHASING:

6.1 Purchasing Process:

- 6.1.1 The district shall ensure that purchased products and services utilized in the process management system conform to specified purchase requirements.
- 6.1.2 The type and extent of control applied to the vendor and the purchased products/services is dependent upon the effect of the desired outcome.
- 6.1.3 The district shall evaluate and select vendors based on their ability to supply product or service in accordance with the district's requirements.
- 6.1.4 Criteria for selection and evaluation are established per PUR-P004.
- 6.1.5 Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

6.2 Purchasing Information:

- 6.2.1 Purchasing documents describe the product to be purchased, including where appropriate:
 - a) requirements for approval of product, procedures, processes and equipment,
 - b) requirements for qualification of personnel, and
 - c) applicable Process Management System requirements.
- 6.2.2 The district shall ensure the adequacy of specified purchase requirements prior to their communication to the vendor.

6.3 Verification of Purchased Product:

- 6.3.1 The district has established and implemented the activities necessary for ensuring that purchased product or services meets district requirements.
- 6.3.2 Where the district or its customer intends to perform verification at the vendor's premises, the district shall state the intended verification arrangements and method of product release in the purchase order.

Section Responsibility: Chief Financial Officer

Procedures supporting this section:

PUR-P001	Purchasing Requisition Process
PUR-P002	Purchase Order Approval and Distribution Process
PUR-P003	Accounts Payable Process
PUR-P004	Vendor Selection and Evaluation
PUR-P005	Exclusive Vendor Agreements

End of Section.

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7.0 CURRICULUM DESIGN AND DEVELOPMENT:

- 7.1 Design and Development Planning:
 - 7.1.1 The district shall plan and control the design and development of curriculums used in the district.
 - 7.1.2 During the design and development planning, the district shall determine the following:
 - a) the design and development stages,
 - b) the review, verification and validation that are appropriate to each design and development stage, and
 - c) the responsibilities and authorities for design and development.
 - 7.1.3 The district shall manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.
 - 7.1.4 Planning output is updated, as appropriate, as the design and development progresses.
- 7.2 Design and Development Input:
 - 7.2.1 Inputs relating to curriculum requirements are determined and records maintained. These shall include the following:
 - a) functional and performance requirements,
 - b) applicable state and federal requirements,
 - c) where applicable, information derived from previous similar curriculums, and
 - d) other requirements essential for design and development.
 - 7.2.2 These inputs are reviewed for adequacy. Requirements are complete, unambiguous, and not in conflict with each other.
- 7.3 Design and Development Outputs:
 - 7.3.1 The outputs of design and development are provided in a form that enables verification against the design and development input and are approved prior to release.
 - 7.3.2 Design and development outputs shall
 - a) meet the input requirements for design and development,
 - b) provide appropriate information for purchasing, production and for service provision,
 - c) contain or reference product acceptance criteria, and
 - d) specify the characteristics of the curriculum that are essential for its safe and proper use.

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- 7.4 Design and Development Review:
 - 7.4.1 At suitable stages, systematic reviews of design and development are conducted
 - a) to evaluate the ability of the results of design and development to fulfil requirements, and
 - b) to identify any problems and propose necessary actions.
 - 7.4.2 Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed.
 - 7.4.3 Records of the results of the reviews and any necessary actions are maintained.
- 7.5 Design and Development Verification:
 - 7.5.1 Verification is performed to ensure that the design and development outputs have satisfied the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.
- 7.6 Design and Development Validation:
 - 7.6.1 Design and development validation is performed in accordance with planned arrangements to ensure that the resulting curriculum is capable of fulfilling the requirements for the specified or known intended use or application. When practical, validation is completed prior to the delivery or implementation of the curriculum. Records of the results of validation and any necessary actions are maintained.
- 7.7 Control of Design and Development Changes:
 - 7.7.1 Design and development changes are identified and records are maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation.
 - 7.7.2 The review of design and development changes shall include evaluation of the effect of the changes on the curriculum and curriculums being used.
 - 7.7.3 Records of the results of the review of changes and any necessary actions are maintained.

Section Responsibility: Assistant Superintendent of Learning and Teaching

Procedures supporting this section:

LNT-P001 Curriculum Development Procedure

End of Section.

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8.0 MANAGEMENT OF DISTRICT PROCESSES:

- 8.1 The district shall plan and develop the processes needed. District planning of processes is consistent with related procedures within the Process Management System.
 - 8.1.1 In planning the district processes, the district shall determine the following, as appropriate:
 - a) quality goals/targets and requirements for the district,
 - b) the need to establish processes, documents, and provide resources specific to the process,
 - c) required verification, validation, monitoring, inspection and test activities specific to the process and the criteria for process acceptance,
 - d) records needed to provide evidence that the district processes and resulting product/service meet quality standards.
 - 8.1.2 The output of this planning is the continuous improvement planning process and/or customer surveys.
- 8.2 The district has determined, provides and maintains the infrastructure needed to achieve conformity to district requirements. Infrastructure includes the following, for example:
 - 8.2.1 Buildings, workspace and associated utilities.
 - 8.2.2 Process equipment.
 - 8.2.3 Core services and supporting services to ensure the effective functioning of the district include the following processes and/or departments within the scope of the Process Management System's ISO 9001 certification. These areas are:
 - a) Process Management Systems (PMS) – The management of the process management system as it relates to the requirements of ISO 9001, including the structure of the system, document control, corrective and preventive action, control of nonconformances, and auditing the process management system, continuous improvement, and decision making. See the Process Management website for detailed documentation.
 - b) Transportation (TRS) – The management of the bussing of students to and from school, the purchase of vehicles for transportation, use of district vehicles and the training of individuals transporting students. See the Transportation Department's website.
 - c) Human Resources (HRO) – The maintenance of personnel in the Wenatchee School District, including documentation of job descriptions, training and certification, is maintained in electronic or paper files/notebooks in the Human Resources Department.. See the Human Resource Department website for additional information, including the following: ISO processes, job opportunities, job applications, HR newsletter, district/employee contracts, and staff immunization information.

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- d) Maintenance (MNO) – The support for work order maintenance related activities, including preventive/planned maintenance and capital projects. Custodial maintenance of facilities and support. Indoor air quality investigation. The receipt, storage, and delivery of purchased items within the district See the Maintenance Department website for detailed documentation.
 - e) Athletics (ATH) – The management of the database for student athletic eligibility as well as scheduling the use of indoor and outdoor athletic facilities. See the Athletics Department website for detailed documentation.
 - f) Special Education (SED) – The management and support of all special education processes for the Wenatchee School District. See the Learning & Teaching website for detailed documentation.
 - g) Purchasing (PUR) – The processing of requisitions into purchase orders, issuance of the purchase order as well as vendor maintenance. See the Business & Finance Department website for detailed documentation.
 - h) Payroll (PAY) – The process for managing payroll including direct deposit needs and tax-sheltered annuities. See the Payroll Department website for detailed documentation.
 - i) Food Services (FSD) – The processes involving the management of the free and reduced lunch program, orientation of food service workers, the handling of the bank deposit correction and the purchased food ordering process.
 - j) Instructional (LNT) – The process used for curriculum design and development.
 - k) Enrichment (ENR) – The management and support of all enrichment processes, including Early Entrance and Acceleration for the Wenatchee School District. See the Learning & Teaching website for detailed documentation.
 - l) Technology (TEC) – The management and support of technology operations, including network systems, hardware, operational software and server services, planning and system refresh. See the Operational Technology website for detailed documentation.
 - m) Student Services (SSS) – The management of processes related to student support, student discipline, and student safety.
 - n) Safety and Security (SAF) – The management and support of safety and security within Wenatchee School District. See the Safety & Security Department website for detailed documentation.
- 8.2.4 The interaction of processes within the Process Management System is detailed in Attachment "A" to this manual.

8.3 Work Environment:

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8.3.1 The district has determined and manages the work environment needed to achieve conformity to district requirements. This is accomplished through the continuous improvement planning process, management reviews, and maintenance and operations.

8.4 Control of Processes:

8.4.1 Note: Service provision does not apply as there are no post delivery activities for the Wenatchee School District's ISO 9001 certification process.

8.4.2 WSD shall plan and carry out the processes under controlled conditions. Controlled conditions shall include, as applicable, the

- a) availability of information that describes the characteristics of the process,
- b) availability of work instructions, as necessary,
- c) use of suitable equipment (where applicable),
- d) implementation of monitoring and measurement, and
- e) the implementation of release and delivery of the processes.

8.5 Validation of Processes:

8.5.1 WSD shall validate processes through internal quality audits as well as community and district feedback to ensure compliance. Validation shall demonstrate the ability of these processes to achieve the quality standards per procedures.

8.5.2 WSD shall establish arrangements for these processes including the following, as applicable:

- a) defined criteria for review and approval of the processes,
- b) approval of equipment and qualification of personnel,
- c) use of specific methods and procedures,
- d) requirements for quality records (per procedures and instructions), and
- e) revalidation.

8.6 Customer Property:

8.6.1 This section of ISO 9001: 2000 does not apply, as WSD does not utilize any customer owned or supplied property in its processes.

8.7 Preservation of Product:

8.7.1 Wenatchee School District shall preserve the conformity of products received in the warehouse, stored in the warehouse and during shipment to the appropriate site from the warehouse. The products are identified, handled, packaged, stored and protected as need to ensure the conformity of product.

Section Responsibility: Management Representative

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Procedures supporting this section:

PMS-P008 Continuous Improvement Planning Procedure

Specific Departmental Manuals referenced within this section as well as the documentation structure in section 17.0 of this manual.

End of Section.

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9.0 PRODUCT IDENTIFICATION, STATUS AND TRACEABILITY:

9.1 Identification:

- 9.1.1 Where appropriate, the district shall identify processes/products by suitable means throughout the process.
- 9.1.2 The district shall identify the product status with respect to monitoring and measurement requirements.
- 9.1.3 Traceability is not a specified requirement.

Section Responsibility: Management Representative

Procedures supporting this section:

None.

End of Section.

10.0 PROCESS/PRODUCT MONITORING AND ANALYSIS:

10.1 General Requirements:

- 10.1.1 The district shall plan and implement the monitoring, measurement, analysis and improvement processes needed for the following:
 - a) to demonstrate conformity of the service provided,
 - b) to ensure conformity of the Process Management System, and
 - c) to continually improve the effectiveness of the Process Management System.
- 10.1.2 This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

10.2 Monitoring & Measurement of Processes:

- 10.2.1 The district shall apply suitable methods for monitoring and, where applicable, measurement of the Process Management System processes.
- 10.2.2 These methods shall demonstrate the ability of the processes to achieve quality standards. When quality standards are not achieved, corrective action is taken, as appropriate, to ensure conformity of the process.

10.3 Monitoring & Measurement of Products:

- 10.3.1 The district shall monitor and measure the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the process management in accordance with the planned arrangements.
- 10.3.2 Evidence of conformity with the acceptance criteria is maintained. Records identify personnel authorizing the approval of processes, products and services.

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10.3.3 Product release and service delivery shall not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Section Responsibility: Assistant Superintendent of Learning and Teaching, directors/administrators of each department within the scope of the ISO 9000:2000 Certification, Chief Financial Officer

Procedures supporting this section:

LNT-P002 State-Mandated Test Administration – ITBS/ITED, WASL
LNT-P003 District Level Test Administration
PMS-P002 Management Review Procedure
PMS-P008 Continuous Improvement Process
PMS-P010 Customer Survey Procedure
PUR-P004 Vendor Selection and Evaluation

End of Section.

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11.0 MEASUREMENT DEVICES:

- 11.1 Wenatchee School District has determined the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of processes to determined requirements.
- 11.2 The processes established for monitoring and measurement devices are limited to the preservation of food products in the refrigerator or freezer in the district warehouse. The temperature gauges are considered to be the devices to control both refrigerator and freezer.
- 11.3 The devices are
 - 11.3.1 calibrated at specified intervals against known traceable standards or the basis used for calibration is recorded,
 - 11.3.2 identified as to the status of calibration,
 - 11.3.3 safeguarded from adjustments that would invalidate the measurement results, and
 - 11.3.4 protected from damage and deterioration during handling, maintenance and storage.
- 11.4 Where the calibration results are found not to conform to requirements, the validity of previous measurement results are assessed and recorded. WSD shall take appropriate action to recall any product that may be affected.
- 11.5 Records of calibration are maintained.

Section Responsibility: Management Representative

Procedures supporting this section:

None

End of Section.

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12.0 CONTROL OF NONCONFORMING PROCESSES/PRODUCTS:

- 12.1 The district shall ensure that product or processes that do not conform to quality standards are identified and controlled.
- 12.2 The controls and related responsibilities and authorities for dealing with nonconformances are defined in PMS-P007, Control of Nonconforming Processes or Products.
- 12.3 The district shall deal with nonconformances by one or more of the following ways:
 - 12.3.1 by taking action to eliminate the detected nonconformity,
 - 12.3.2 by authorizing its use, release, or acceptance under concession by a relevant authority and, where applicable, by the customer,
 - 12.3.3 by taking action to preclude its original intended use or application.
- 12.4 Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained per PMS-P007.
- 12.5 When nonconformances are corrected, they are subject to re-verification to demonstrate conformity to the quality standards.
- 12.6 When nonconformances are detected after delivery or use has started, the district shall take action appropriate to the effects, or potential effects, of the nonconformity.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P007 Control of Nonconforming Processes or Products

End of Section.

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13.0 CORRECTIVE AND PREVENTIVE ACTION:

13.1 Corrective Action:

13.1.1 The district shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. PMS-P005, Corrective Action Procedure, has been established to define the requirements for

- a) reviewing nonconformities (including customer complaints),
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken, and
- f) reviewing corrective action taken.

13.2 Preventive Action:

13.2.1 The district shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems. PMS-P006, Preventive Action Procedure, has been established to define requirements for

- a) determining potential nonconformities and their causes,
- b) evaluating the need for action to prevent occurrence of nonconformities,
- c) determining and implementing action needed,
- d) records of results of action taken, and
- e) reviewing preventive action taken.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P005 Corrective Action Procedure

PMS-P006 Preventive Action Procedure

End of Section.

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

14.0 INTERNAL QUALITY AUDITS:

- 14.1 The district shall conduct internal Process Management System audits at planned intervals. The audits shall be conducted to determine whether the Process Management System conforms to the planned arrangements, to the requirements of ISO 9001, and to the Process Management System requirements established by the district and to ensure that the system is effectively implemented and maintained.
- 14.2 The audit activity is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.
- 14.3 The audit criteria, scope, and methods are defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors will not audit their own work.
- 14.4 The frequency of audits shall ensure that each department and/or element of ISO 9001 is audited at least once per year.
- 14.5 The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records, are defined in PMS-P004, Internal Quality Audits.
- 14.6 The management responsible for the area being audited shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes.
- 14.7 Follow-up activities shall include the verification of the actions taken and the reporting of verification results per PMS-P004.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P004 Internal Quality Audits

End of Section.

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

15.0 CONTINUAL IMPROVEMENT:

- 15.1 The district shall continually improve the effectiveness of the Process Management System through the use of the quality policy, district objectives, audit results, analysis of data, corrective and preventive actions and management review.

Section Responsibility: Management Representative

Procedures supporting this section:

PMS-P009 Continuous Improvement Planning Procedure

End of Section.

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

16.0 EMPLOYEE TRAINING AND EVALUATION:

- 16.1 Personnel performing work affecting the district management processes shall be competent on the basis of appropriate education, training, skills and experience.
- 16.2 Competence, Awareness and Training:
 - 16.2.1 Personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.
 - 16.2.2 The district shall
 - a) determine the necessary competence for personnel performing work affecting product quality,
 - b) provide training or take other actions to satisfy these needs, evaluate the effectiveness of the actions taken,
 - c) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the district objectives, and
 - d) maintain appropriate records of education, training, skills and experience.

Section Responsibility: Assistant Superintendent of Human Resources

Procedures supporting this section:

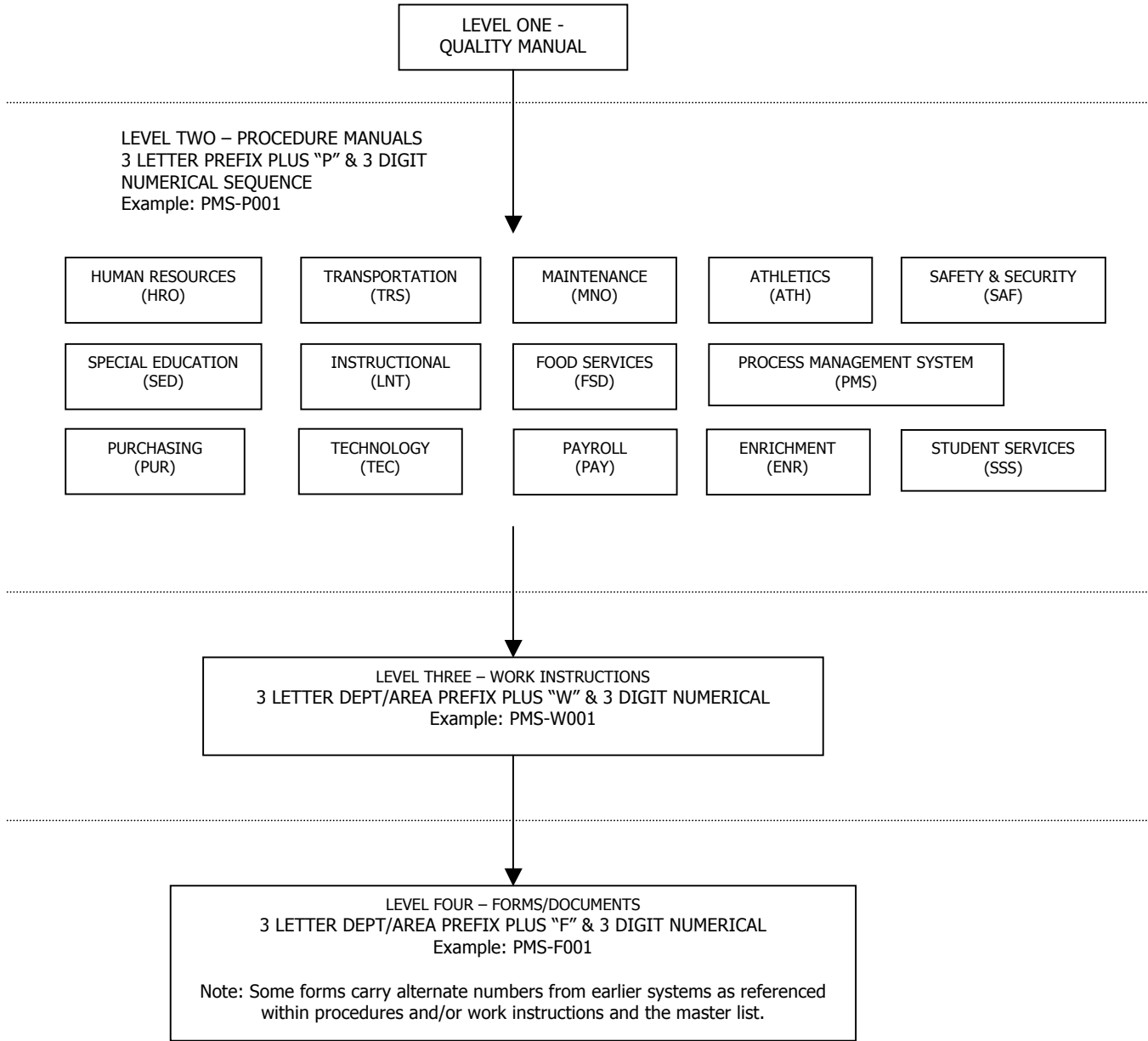
- HRO-P001 Hiring Workforce Procedures
- HRO-P003 Staff Development

End of Section.

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

17.0 PICTORAL VIEW OF THE INTERNAL DOCUMENTATION STRUCTURE



End of Section.



Wenatchee School District Organizational/Responsibilities Chart

2009-2010

Board of Directors

Laura Jaecks, President
 Walter Newman, Vice President
 Jesús Hernández
 Kevin Gilbert
 Chuck Largent

Assistant Superintendent Learning & Teaching Jodi Smith

Nancy Duffey, Director – State & Federal Programs

- Terri Bawden AVID/Literacy Facilitator 6-12 Coordinator
- Adriene Nestor – Professional Dev. ELL/Literacy

Ron Brown, Director- Instructional Technology/ MYD & Assess.

- Myrna Jenson, Assessment Coordinator

Eleanor Sellers, Director - Career & Technology Ed.

Elementary Principals:

- Tim Sheppard
- Fay Crawford
- Mark Goveia

Kari DeMarco – Enrichment Coordinator
 Karen Rutherford - Science Resource Coordinator
 Susan Ballinger - Science Field Experience Coordinator
 Jennifer Delashmutt, Math Facilitator Coach K-8
 Taunya Brown, PLC/Science K-8 Facilitator Coach
 Laura Waldren – BEST Mentor/Coach & K-5 Inst. Coach
 Penny Noll, Administrative Assistant/Secretary

- Articulation Teams
- Instructional Coaches
- Horizontal Team Trainings
- Curriculum Adoption, Implementation Cycle
- Instructional Materials Review & Approval Process
- Math Leadership Advisory (MLA)
- Professional Development Advisory – Certified

Superintendent Brian Fiones

Cabinet:

- Jon DeJong
- Les Vandervort
- Jodi Smith
- Chet Harum

Lisa Turner, Director - Human Resources
 Teri Fink, Communications & Community Relations Officer
 Lindee Akers, Executive Secretary/Admin.

Superintendent

- Secretary to the Board
- District Strategic Plan
- Supportive Reviews – Cabinet Level
- District School Improvement

Human Resources

- Labor Relations
- Professional Development-Classified
- Recruitment & Hiring
- Mandatory Annual Trainings
- Staff Recognition
- New Employee Orientation
- Workers' Compensation
- Employee Reports of Harassment & Bullying

Assistant Superintendent Organizational Development Jon DeJong

Michele Wadeikis, WHS Principal
 Middle School Principals
 Elementary Principals

- Alfonso Lopez
- Patti Eggleston
- Jeff Jaeger
- Keith Collins

Jon Torrence – Director of NC Tech/Skill Center
 Barb Larkin, Administrative Assistant/Secretary

- Team Leader Model
- Supportive Reviews – School Level
- Elementary & Secondary Principal Meetings
- Performance Scorecard
- Quality Training – Certificated & Classified
- School & District Improvement
- Leadership meetings
- Leadership Academy
- Skill Center

Chief Financial Officer Les Vandervort

Tammy Hubensack, Director - Payroll
 Karen Walters, Director – Accounting
 Dave Yancey, Director - Operational Technology
 Janet Hill - Information Specialist
 Joanne Johanson – Admin. Assistant/Sec.

- District Budget
- Budget Reserve Management
- Staffing & Payroll

Executive Director Student & Support Services Chet Harum

Jeff Johnson, Principal WSHS
 Greg Lovercamp, Valley Academy Program Administrator
 Colleen Obergh, Director - Special Education

- Crystal Bragg, Assist. Director Special Education

Keesha Knutson, Director - Child Care
 Kent Getzin, Director - Food Services
 Marcia Hahn, Director – Transportation
 Bryan Visscher, Director - M & O

- Phil Krahn, Assistant Director M&O

Bob King, Director - Safety & Security
 Melissa Hernandez – Family Services Specialist
 Suzanne Stanton – Homeless Liaison

- Operational Directors - CIPP
- ISO 9001
- Student Discipline
- School Counselors (K-12)
- School Nurses (K-12)
- Choice Enrollment
- 504 Child Study Process
- Student Reports of Harassment & Bullying
- Family Advocates
- Title 9
- WSHS
- Special Education

Elementary Principals	Secondary Principals
Columbia Elementary Fay Crawford	Foothills Middle School John Waldren, Principal
Lewis & Clark Elementary Alfonso Lopez	Chad Morgan, Assistant Principal
A. Lincoln Elementary Tim Sheppard	Orchard Middle School Mike Hopkins, Principal
Mission View Elementary Jeff Jaeger	Bill Eagle, Assistant Principal
John Newbery Elementary Patti Eggleston	Pioneer Middle School Mark Helm, Principal
Sunnyslope Elementary Mark Goveia	Dan Wilson, Assistant Principal
Washington Elementary Keith Collins	Wenatchee High School Michele Wadeikis, Principal
	Gracie Helm, Assistant Principal
	Ricardo Iniguez, Assistant Principal
	Kory Kalahar, Assistant Principal
	B.J. Kuntz, District Athletic Director
	WestSide High School Jeff Johnson, Principal

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19.0 ISO 9001 & QUALITY MANUAL CROSS REFERENCE MATRIX:

QUALITY MANUAL SECTION & TITLE	ISO 9001: 2000 SECTION & TITLE
1.0 Table of Contents	4.2.3 Control of Documents
2.0 Terms & Definitions	3 Terms and Definitions
3.0 Management Responsibility	5 Management Responsibility
3.1 Management Commitment	5.1 Management Commitment, 5.2 Customer Focus
3.2 Quality Policy	5.3 Quality Policy
3.3 Quality Objectives	5.4.1 Quality Objectives
3.4 Responsibility & Authority	5.5.1 Responsibility, Authority & Communication
3.5 Management Representative	5.5.2 Management Representative
3.6 Internal Communication	5.5.3 Internal Communication
3.7 Management Review	5.6 Management Review
3.8 Analysis of Data	8.4 Analysis of Data
3.9 Provision of Resources	6.1 Provision of Resources
4.0 Process Management System & Documentation Requirements	4 Quality Management System
4.1 General Requirements	4.1 General Requirements
4.2 General Requirements for Documentation	4.2.1 General
4.3 Quality Manual	4.2.2 Quality Manual
4.4 Control of Documents	4.2.3 Control of Documents
4.5 Control of Records	4.2.4 Control of Records
4.6 Process Management System Planning	5.4.2 Quality Management System Planning
5.0 Customer Related Processes	7.2 Customer Related Processes
5.1 Determination of Customer Requirements	7.2.1 Determination of Requirements Related to the Product
5.2 Review of Customer Requirements	7.2.2 Review of Requirements Related to the Product
5.3 Customer Communication	7.2.3 Customer Communication
5.4 Customer Satisfaction	8.2.1 Customer Satisfaction
6.0 Purchasing	7.4 Purchasing
6.1 Purchasing Process	7.4.1 Purchasing Process
6.2 Purchasing Information	7.4.2 Purchasing Information
6.3 Verification of Purchased Product	7.4.3 Verification of Purchased Product
7.0 Curriculum Design & Development	7.3 Design and Development

PROCESS MANAGEMENT SYSTEM MANUAL

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19.0 ISO 9001 & QUALITY MANUAL CROSS REFERENCE MATRIX - continued:

QUALITY MANUAL SECTION & TITLE	ISO 9001: 2000 SECTION & TITLE
8.0 Management of District Processes	7 Product Realization
8.1 Planning of District Processes	7.1 Planning of Product Realization
8.2 Infrastructure	6.3 Infrastructure
8.3 Work Environment	6.4 Work Environment
8.4 Control of Processes	7.5.1 Control of Production and Service Provision
8.5 Validation of Processes	7.5.2 Validation of Processes for Production and Service Provision
8.6 Customer Property	7.5.4 Customer Property
8.7 Preservation of Product	7.5.5 Preservation of Product
9.0 Product Identification & Traceability	7.5.3 Identification and Traceability
10.0 Process/Product Monitoring & Analysis	8 Measurement, Analysis and Improvement
10.1 General Requirements	8.1 General Requirements
10.2 Monitoring & Measurement of Processes	8.2.3 Monitoring and Measurement of Processes
10.3 Monitoring & Measurement of Products	8.2.4 Monitoring and Measurement of Product
11.0 Measurement Devices	7.6 Control of Monitoring and Measuring Devices
12.0 Control of Nonconforming Processes/Products	8.3 Control of Nonconforming Product
13.0 Corrective and Preventive Action	8.5.2, 8.5.3; Corrective Action, Preventive Action
13.1 Corrective Action	8.5.2 Corrective Action
13.2 Preventive Action	8.5.3 Preventive Action
14.0 Internal Quality Audits	8.2.2 Internal Audits
15.0 Continual Improvement	8.5.1 Continual Improvement
16.0 Employee Training & Evaluation	6 Resource Management
16.1 General Requirements	6.2.1 General Requirements
16.2 Competence, Awareness & Training	6.2.2 Competence Awareness & Training
17.0 Pictorial View of the Documentation Structure	4.2.1 General, 4.2.3 Control of Documents
18.0 Organizational Structure	5.5.1 Responsibility, Authority & Communication
19.0 ISO 9001 Quality Manual Cross Reference Matrix	N/A
20.0 Manual Revision History Table	4.2.3 Control of Documents

PROCESS MANAGEMENT SYSTEM MANUAL

Wenatchee School District

20.0 MANUAL REVISION HISTORY TABLE:

<u>Date:</u>	<u>Revision</u>	<u>Description – Including Section Revised:</u>
02-Oct-01	A	First Release of the 1 st Level Manual
07-Feb-02	B	Revised title of PMS-P010 to "Customer Satisfaction Procedure"; Removed the Technology Department (not yet part of the scope); Added Section 8.2.4 to reference interaction of processes; Removed the term "interaction of processes" from section 8.2.3.
30-Apr-02	C	Added Enrichment to 8.2.3, Core Services and Supporting Services, as part of the scope of certification. Added Enrichment category to 17.0, pictorial view of internal documentation structure, Level Two – Procedures.
20-Dec-02	D	Updated job titles and procedure names, removed reference to quarterly lunches in 3.6.1, removed 3.7.2.1 and added names to 2.3, moved Warehouse under Maintenance, updated numbering in 3.0, and corrected spelling.
09-Jan-04	E	Minor editorial revisions, including deletion of stray point in 4.0, correction of title section number in 4.1.2.a (9.0 changed to 8.0), updated job titles of Executive Director of Learning and Teaching to Assistant Superintendent, Executive Director of Human Resources to Assistant Superintendent of Human Resources, and Business Manager to Chief Financial Officer throughout document.
24-Nov-04	F	Updated language to reflect current use ("objectives" to "goals/targets," "planned results" to "quality standards," "requirements" to "quality standards." Updated 8.2.3 scope of certification for Transportation, Human Resources, Maintenance, and Food Services. Added Operational Technology to 8.2.3 as part of the scope of certification. Deleted note regarding "Process Consultants" from 14.0. Updated district organizational structure in 18.0.
19-Dec-05	G	Eliminated acronym in 3.4.3; simplified 5.1.1; added Print Shop and Student Services and Safety to 8.2.3; corrected document title and added PMS-P002 to Section 10 procedures; updated 17.0 to reflect additional departments; updated organization structure in 18.0 to reflect changes in personnel
10-Sept-07	H	Deleted Print Shop from 8.2.3 to reflect operational changes. Updated 18.0 Organizational Structure to reflect current structure and staff.
28-Feb-08	I	Added Safety & Security to 8.2.3 as part of the scope of certification. Revised 17.0 and 18.0 to reflect inclusion of Safety & Security and associated staff revisions.
09-Dec-08	J	Updated staff positions, names and organizational structure 18.0.