

Minutes - Operational Director's meeting
Wednesday, 24 October 2007

7:30-7:45 Round-table updates (approx 1-2 minutes per dept)

- *Kent - Mural planned for the west wall of commons (taco wagon)*
- *Marsha - Ridership week data through Citrix has gaps, not getting accurate data for 1-mile radius filtering, vehicle accident packet migration to district process. Pictures are the most important facet of accident report.*
- *Karen - Year-end is closed! New year in effect.*
- *Bob - On-third of incidents of last year. Cell and iPod thefts are not getting investigated, recorded only, education is best approach, gang activity dropping significantly on school property.*
- *Bryan - Energy award efficiency, Sunnyslope targeted for EnergyStar compliance, 75% returned for spent upgrades if approved, school and health workshop at ESD/indoor air quality presentation, WSHS art upgrades, Filemaker Pro database use.*
- *Tammy - Retirement workshops.*
- *Phil - Technology embracement. Building inspection form, trends and data collection, Blackberry.*
- *Lisa - Workers comp and accident reporting gaps, working to change information path after accident and all data collection*
- *Bobbie - New staff transition, web site info for all coaches, accurate and live information for programs*
- *Dave - OSPS cutover, Apple warranty service reimbursement, hardware refresh updates.*

7:45-7:55 General feedback regarding Summer School (Nancy Duffey)

- *Transportation, Food Service, Custodians, HR went very smooth, Static placement works well for operational process and cost effectiveness and minimizes rework.*

7:55-8:20 Hiring process and practices for classified staffing (Lisa Turner)

- *Can include public on operational interview teams, lots of good info in HR process packets to maintain compliance.*

8:20 -8:40 Core planning discussion with continuous improvement integration (Dave)

- *Fitting the process to us, ISO the best tool to hold standards and improve operations.*

8:40-9:00 Updating all corrective action status lines (Operational Review Team led by Kent)

I. Management Review Topics

a) Internal Audits

1. *None performed since last MRT in May. We had a couple of departments that didn't get audited during the 06-07 cycle:*
 - a. **HR:** *due to retirement/resignation of Joan and Kevin creating an inability to schedule a time.*
 - b. **Athletics:** *Brian and BJ could not get a good time scheduled with spring sports conflicts, etc. We need to be sure to discuss with BJ when the best time of year is to schedule ISO audits.*
 - c. **Tech:** *Kent some how missed it on the schedule in the spring as the final audits were scheduled.*

b) Customer Feedback

1. *No new surveys since the 9 Characteristic surveys from spring that were reviewed at the leadership advance (see attachment)*

c) Corrective and Preventative Action

1. *2087 – changes made to form but final verification needed with originator (Terri Bawden)*
2. *2090 – Pony Process: current process is being reevaluated by HR. Kent to forward existing documentation to Steve Cole.*
3. *2109 – Josie Bryan, issues with having trained staff available to cover for staff who are out at conference or at lunch. Assigned to Jon DeJong who wasn't able to attend MRT. Kent to follow up with him.*
4. *2110 – Resolved on 5/10/07, close in CADB*
5. *2112 – Plans are in the works to have more parking, Bryan is getting bids. This will be up for further discussion at next months meeting.*

d) Follow-up actions from previous Management Review meetings

1. *We continued discussions regarding deeper integration of process management into our daily work. Changing the format of the Operational Directors meeting to include integrating in MRT as a regular "built in" component each month instead of a quarterly "add-on". We also discussed that the meeting should be focused on team problem solving and eliminate the attempt to include pro development as time is too short to do both. Make "Pro Dev" more focused on leadership topic and to another meeting date. Keep our normal monthly meetings focused on shared problem solving and better utilizing process management in our work.*

e) Process management system

1. *Planned changes – Considering title changes for various aspects of the existing Process Management system MRT to ORT (Operational Review Team). Include more discussion on CIPP plan progress at ORT and integrating MRT agenda topics into each monthly meeting. Kent to revise agenda for next meeting.*
2. *Recommendations for improvement – See above*

II. Results/Outcomes

- a) Improvement of the effectiveness of the Process Management System and its processes.
 - 1. *Continued discussions on how to improve, further integrate MRT into our regular monthly meeting and not have it be a separate component.*
- b) Improvement of the district related to customer requirements, and; resources needed.
 - 1. *None*