CONTINUOUS IMPROVEMENT ACTION PROCEDURE (CIS-P012)

Clarksville-Montgomery County School System

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

1.1 This procedure outlines the process for managing a recommendation for improvement, correction, preventive action or corrective action.

2.0 RESPONSIBILITY:

2.1 Director of Continuous Improvement

2.2 Senior Leadership Team

3.0 APPROVAL AUTHORITY:

3.1 Director of Schools

3.2 Chief Communications Officer

4.0 DEFINITIONS:

4.1 CIS: Continuous Improvement System

4.2 CIT: Continuous Improvement Team

4.3 Corrective Action: Action to eliminate the cause of a detected non-conformity or other undesirable situation.

4.4 Layer 1: The first layer of the continuous improvement system. Involves internal tracking by departments as they work their action plans, district tracking and trending, internal auditing, and state and district data. These inputs are regularly reviewed and discussed by district teams to determine if there are nonconformities or areas that need to be improved. Issues are either resolved by departments or escalated to the second layer.

4.5 Layer 2: The second layer of the continuous improvement system. Involves taking a nonconformity identified at Layer 1 that cannot easily be improved at the department level and determining the root cause of the issue through deeper process audits or working groups.

4.6 Layer 3: The third layer of the continuous improvement system. Involves taking a nonconformity identified at either Layer 1 or Layer 2 where the root of the issue is not clear, or it will require the work of several departments in collaboration to determine the best solutions to be applied as corrective actions.

4.7 Nonconformance: Non-fulfillment of a requirement.

4.8 Preventive Action (PA): Action to eliminate the cause of **potential** nonconformance in order to prevent their occurrence, or evaluating patterns/trends through corrective actions and taking steps to prevent their reoccurrence.

4.9 Recommendation for Improvement: Any idea, concept or concern identified by stakeholders of CMCSS and approved by SLT to improve a particular area or process for the benefit of the district and stakeholders.

4.10 Senior Leadership Team (SLT): Director of Schools, Department Chiefs, Level Directors, District Accountability and Data Analyst, and Director of Continuous Improvement.

4.11 Stakeholders: students, parents, staff, community

5.0 PROCEDURE:

5.1 **See attached flowcharts**

6.0 ASSOCIATED DOCUMENTS:

6.1 Department Leadership Team Notes (Google Drive)

6.2 Reports from Department Leadership Team to Senior Leadership Team (PowerPoint on secured drive)

6.3 Quarterly Feedback Reports (Secured Drive)

6.4 Continuous Improvement Team and Working Group tracker (Google Drive)

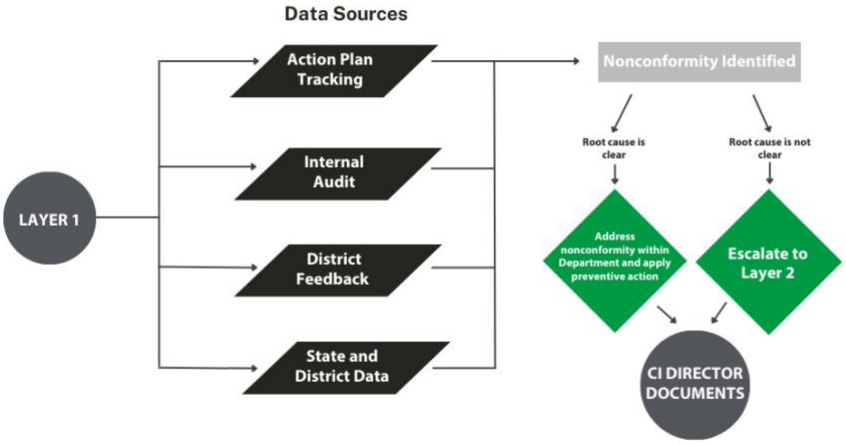
7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
CI Master log of the reports listed in 6.0	Secured drive	3 years for form, ongoing maintenance of log	Discard as Needed	Secured Building, electronic backup

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
3/17/16	IR	Initial Release
2/22/18	A	Replaced “management representative” with “director of continuous improvement”. Updated members of SLT.
6/15/22	B	Revised flowcharts to reflect new vision for the CIS in light of transition to ISO 21001.

Addressing Nonconformities



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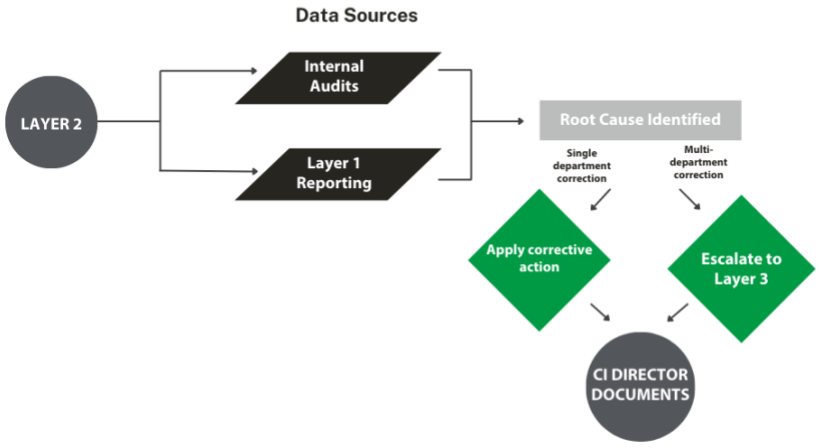

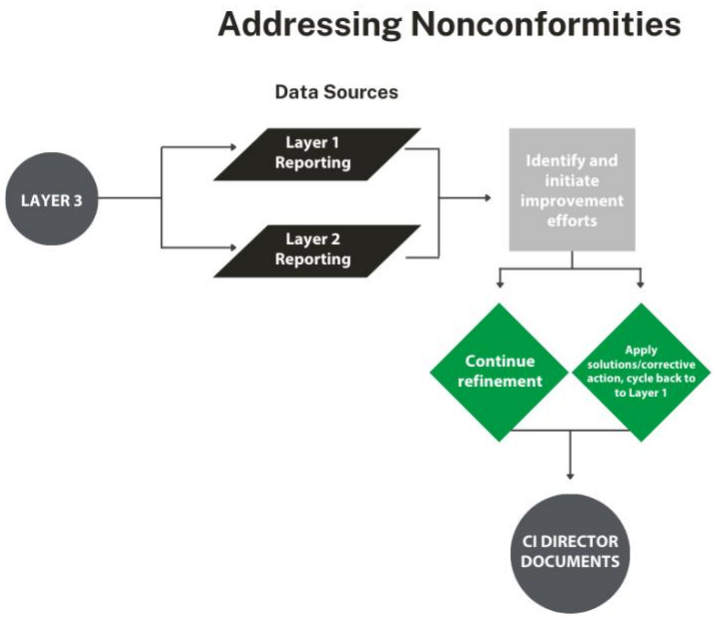
Addressing Nonconformities
Data Sources
LAYER 3
Layer 1 Reporting
Layer 2 Reporting
Identify and initiate improvement efforts
Continue refinement
Apply solutions/corrective action, cycle back to to Layer 1
CI DIRECTOR DOCUMENTS

End of Procedure