



DATE: 6/16/08

Meeting held in FDL

TEAM/GROUP: QUALITY COUNCIL

RECORDER: Nadine Allen

MEMBERS:

Nadine Allen

Joe Halter

Connie Schaumberg

Chuck Brendel

Dr. Gayle Hytrek

Mary Vogl-Rauscher (absent)

Josh Bullock (absent)

Bradley Mitchell

Sandy Justman

Jay Edgren (absent)

Raj Pathare (absent)

Karen Zuehlke

Craig Finley

Greg Harding (absent)

Stephanie Murre-Wolf

Elizabeth Denny

AGENDA ITEM: Check-In and Review Agenda

- Performed a Quality Assurance check on Domino's Pizza. All was well, so we were able to start our meeting ☺
- Welcomed our newest member, Elizabeth Denny a FDL student

AGENDA ITEM: Discuss most effective way for departments to identify key metrics to assist in VSM process:

One road block we have run into with our process improvement projects is often times the group we are working with does not have metrics identified within their department. This makes it difficult to measure a baseline of where the process is before we start making improvements and changes. Once the project is complete, it is hard to measure the success of the project. How can we address this now, so that when future projects start, metrics will already be in place?

Group responses:

- The VP's have already been asked to define metrics and begin tracking
- Each VP has been given a template that Finance has been using as a guideline to follow
- The One Stop Shop team is already deciding on the metrics they will be tracking
- Ultimately, it would be a goal to have metrics visual in each department and a person identified for tracking the measures

TYPE OF ACTION: DISCUSSION/DECISION

WHAT ACTION WAS/WILL BE TAKEN: G. Hytrek to follow-up with VP's at next Admin. Council meeting on progress.

WHO IS RESPONSIBLE: G. Hytrek & J. Bullock

BY WHEN: July 31, 2008

AGENDA ITEM: Culture of Continuous Improvement Survey

CPLT members have reviewed the survey and have responded with minor changes. Questions were removed that too closely represented the questions recently asked on the PACE survey. The culture of C.I. survey will go out to all staff this fall in mid to late September.

TYPE OF ACTION: DECISION

WHAT ACTION WAS/WILL BE TAKEN: Survey is revised and will be mailed out via Survey Monkey in

mid to late September.

WHO IS RESPONSIBLE: Nadine/Josh

BY WHEN: September 30, 2008

AGENDA ITEM: Review HLC comments on Reaffirmation of Accreditation

Report is favorable to MPTC's accomplishments. Having reviewers look over our Systems Portfolio, visit on-site and now review several year's worth of our accomplishments to lend a positive reaffirmation of accreditation is certainly something to be proud of. Full report can be viewed on our .edu website at:

[Accreditation Report](#) Report was also reviewed with Budget Managers at the most recent CPLT meeting.

TYPE OF ACTION: **DISCUSSION**

WHAT ACTION WAS/WILL BE TAKEN: Staff members can review website if interested

AGENDA ITEM: Status of Continuous Improvement Projects

- Reviewed 4 projects that need to still be voted on:
 - Add "live chat" option on MPTC website
 - Response: A. Bjork is currently working on revising the MPTC website and will be providing recommendations to IT this summer.
 - Outline communication process each student follows from registration to graduation
 - Response: One stop shop will accommodate for the issues that were presented in the idea submitted to QC.
 - Annual inventory of library materials
 - There is no apparent reason that emails can't account for the catalog of materials on an annual basis. West Bend emails instead of using paper mail, so Nadine will discuss this option with FDL library.
 - Include Quality Initiatives information with new employees
As the group brainstormed about how we could incorporate additional training for staff members without using the avenue of new employee orientation (may be too much overload on a new employee), we thought of some possibilities:
 - * Create a 1/2 day training session that Chuck Brendel and I would facilitate discussing the basics of Lean, Quality tools, Improvement Projects, etc.
 - * Use webcasts/podcasts to relay the same information as above to staff
 - * Require staff to take Skillssoft classes covering these topics when it's convenient for them.

A link will be emailed out for all QC members to vote according to the AQIP criteria and MPTC goals.

- Discuss idea submitted by Cathy Winters for the acquisition of Health Supply Materials. This idea was not initially recommended to start right away, but with no evidence, this idea will be forwarded to Kathy VanEerden for review. If Kathy is interested, the QC will provide facilitators for this project.

TYPE OF ACTION: **DISCUSSION**

WHAT ACTION WAS/WILL BE TAKEN: Nadine to contact Charlene and Kathy V. and forward ideas to Administrative Council. QC members need to vote for 4 projects.

BY WHEN: Voting by July 16th. Contacts by July 31.

AGENDA ITEM: Quality Council subteam for communicating Quality Initiatives

- It was discussed that we would form a subteam to discuss the following items:
 - Create a more comprehensive quality initiatives website to share more information on college-wide quality initiatives and results

- Look at using current dashboard metrics and identify a new system to make the metrics easier to read and understand

The team has formed and met with Anders Bjork to identify the means for creating a website to communicate this information. It was discussed whether we should use a newly revised

AGENDA ITEM: Miscellaneous

- Stephanie showed us Conditional Formatting in Excel Office 2007. This would help us visually (red/yellow/green) show how our metrics are doing, similar to the template Josh and Gayle received from a university at the Higher Learning Commission's annual meeting.

AGENDA ITEM: Schedule fall meeting

Meeting has been scheduled for Monday, September 15th, 10 – noon. Future fall meetings will be scheduled in September.

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