

## Process Management Category

### What does “Process Management” look like at the school and classroom levels?

- The school has well-defined, well-designed and well-deployed processes, enhanced by the PDSA cycle and quality tools, with which to monitor and analyze key components of the school improvement plan. These processes, when aligned and integrated, facilitate systematic and systemic monitoring and analysis that focus on continuous improvement of the school.
- In a Classroom Learning System focused on “Process Management,” the teacher has processes in place that enable students to achieve goals and action plans and to maintain a safe and orderly classroom. Quality tools are used by the teacher and students to facilitate process thinking and enhance student participation; they include the PDSA cycle, plus deltas, force field analyses, flow charts, issue bins, consensograms, and affinity diagrams.

### A Process for Meeting the Requirements of the Baldrige Process Management Category for School Improvement Planning

To address the requirements of the Baldrige Process Management Category, the school must engage in developing well-defined and well-designed processes and systems that monitor and sustain the actions identified in each category. A key function of this category is the evaluation of key processes to determine whether or not they create value for student achievement and performance excellence and to align the processes into an integrated system.

To address the requirements of the Process Management Category, the school must evaluate the processes that define the content or actions of in each category needed for the School Improvement Plan and create an integrated management system. This evaluation process may be addressed through a set of process or “how” questions strategically aimed at the Baldrige requirements of the category. By answering these questions, the school improvement team will address specifically the content and actions or “what” questions to meet the needs of the school within the Process Management Category.

Process Questions (How) <sup>1</sup>	SIP Content Questions (What)
1. How are key processes defined, designed, and deployed to support and sustain the SIP goals/objectives and actions within each category?	1. What are the well-defined, well-designed, and well-deployed key processes that are in place to support and sustain the SIP strategic goals/objectives and key category actions of each category?
2. How are key processes aligned and integrated to maximize efficiency?	2. What is the evidence that key processes have been aligned and integrated to maximize efficiency?
3. How is the PDSA model used for continuous improvement?	3. What is the evidence that the PDSA cycle is integrated at all levels to promote continuous improvement and that quality tools are used to enhance participation and facilitate processes?
4. How are quality tools used to enhance participation of staff and stakeholders and facilitation of processes?	4. What quality tools have been used in the school to enhance participation and facilitation of processes?

<sup>1</sup> See the Principal’s Handbook for suggestions or actions as a guide for answering these questions.

**Directions for completing the SIP category for “Process Management”**

- ⇒ After the school has addressed each category of the school’s improvement plan, the school should have a set of key well-designed, well-defined, well-deployed processes that work together for meeting the school’s performance requirements. These processes should be summarized and integrated into systems under “Process Management.” Check for opportunities for alignment to create an integrated management system.
  
- ⇒ Processes or systems that school teams have developed to achieve strategic goals/objectives and actions can be summarized under the “Process Management” category. Each process or system listed may be keyed to the category to make clear the connection or linkage. It is imperative, however, that the school check for the alignment of actions and processes to work towards a truly integrated, efficient, and effective management system.