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St. Louis Public Schools



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Quality Plan

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QUALITY PLAN (QAS-M002)

Saint Louis Public Schools

Saint Louis Public Schools has started an initiative to improve the quality of services provided to the district by central operations through a quality assurance system that will enhance the District's ability to consistently meet the requirements of the students, parents, community members (business community inclusive) and employees of the district.

The first step involved identification of both internal (staff) and external customers (community, business community) needs and expectations of Saint Louis Public Schools.

To achieve that end, an aggressive public engagement initiative was introduced that included community forums, internal district workshops and surveys to determine, affirm internal and external customer requirements.

The resulting district's 2007 – 2008 Action Plan and Board Governance Policies articulate the visions, mission and strategic design of the district and define the primary focus of improvement through the 2007 – 2008 school year.

The foundation of this strategic design is the commitment of administrators along with the support of Top Management (Superintendent's Cabinet), and Management Review Team of our Quality Assurance System Program. The program communicates the district mission of *“Providing a quality education for all students and enable them to realize their full potential and a vision to be the district of choice for families in the St. Louis region that provides a world class education and is nationally recognized as a leader in student achievement and teacher quality.”*

Saint Louis Public School's Quality Assurance System is driven by the following Quality Policy:

“The Central Administration of Saint Louis Public Schools will maximize efficiency and effectiveness with the utilization of resources in the support of providing highest quality of services to schools in support of their efforts to ensure that all students meet the District's standards for academic achievement”

The Quality Objectives of the Quality Assurance Program is as follows:

- a) Strengthen High Quality Teaching and Learning through key actions supported by professional development,
- b) Build on Assets,
- c) Improve customer service – employ readily available tactical solutions,
- d) Strengthen human resource department processes and it capacity to recruit, hire, and manage the personnel function, and
- e) Implement a cycle of improvement.

Specifically, this Quality Plan will serve as a template to focus on the efforts of the District to improve specific processes, work instructions and work efficiencies to exceed the expectations of the District's 2007 – 2008 Action Plan.

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The Superintendent's Cabinet and Management review Team will initially focus on two specific Quality Assurance System objectives:

- Strengthen High Quality Teaching and Learning through key actions supported by professional development, and
- Strengthen human resource department processes and its capacity to recruit, hire, and manage the personnel function.

The Superintendent's Cabinet and Management Review Team will develop timelines and action steps to implement these two objectives. These timelines and action steps will be on the monthly agenda of the Management Review team meetings.

Records are kept on file in the SLPS Project Management Office.

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