



GREATER ECONOMIC VITALITY FOR ALL.
Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

INTRODUCTION TO CONTINUOUS QUALITY IMPROVEMENT (CQI) And CERTIFICATION FOR QUALITY

The Workforce Development Council will present a training series between July and September designed to provide an overview of the organizational certification process being put in place during PY 2017-18. As of July 1, 2018, the process will require any WDC contractor to become certified against a set of quality standards that define quality organizational culture and practices.

The standards are derived from an organizational philosophy known as Continuous Quality Process Improvement (CQI). CQI is an approach to quality management that builds upon traditional quality assurance methods by emphasizing the **organization** and **systems**; it focuses on "process" rather than the individual; it recognizes both internal and external "customers"; it promotes the need for objective data to analyze and improve processes.

CQI is a management philosophy which contends that most things can be improved. This philosophy does not subscribe to the theory that "if it ain't broke, don't fix it." At the core of CQI is serial experimentation (the scientific method) applied to everyday work to meet the needs of those we serve and improve the services we offer.

This training series will provide an overview of CQI, the standards, the certification process being put in place and the timeline. This training is not mandatory; however, it is important that any current vendor's leadership and staff attends this training. It is also open to any organization that wants to learn more about CQI and the process the WDC will be implementing.

This series of trainings is designed to being planned on the certification process and how to use the quality standards to improve organizational practices.

CQI Training Modules to Launch and Support Organizational Development For Continuous Improvement and Quality Standards Schedule

Topics	Dates and Times
Module I: Overview of CQI	July 25 - 8:30 to Noon OR 1 to 4:30
Module II: Data Analysis using Plan/Do/Check/Act	July 26 - 8:30 to Noon OR 1 to 4:30
Module III: Overview of the Certification Application and Indicators	September 26 - 8:30 to Noon OR 1 to 4:30
Module IV: Benchmarking and Developing your CQI Plan	September 27 - 8:30 to Noon OR 1 to 4:30



Training Descriptions

Each of these modules will be provided at an introductory, 101 level, to introduce learners to the key concepts required to become a high performing organization using the principles of CQI. More in-depth training may be offered depending on feedback from participants.

Module I: Overview of CQI

This module will provide an overview of the practice and processes that are defined as continuous quality improvement. It is designed to help the learners understand the foundational principles of this approach to organizational management practices. The standards that make up the certification process and that are grounded in CQI will be reviewed.

Module II: Data Analysis using Plan/Do/Check/Act

A key element of CQI is to be a data driven organization. This module will provide an overview of the continuous quality improvement practice known as the Plan-Do-Check-Act cycle. An overview of how to turn data into information and use it in decision making will be provided.

Module III: Overview of the Certification Application and Indicators

Based on Modules I and II, this module will review the specifics of the certification application. The process of using the results of an organizational self-assessment to identify opportunities for improvement before submitting an application will be reviewed.

Module IV: Benchmarking and Developing your CQI Plan

The practice of identifying best practices and analyzing your organization's practice against a best practice, known as benchmarking, will be reviewed. The module will define what makes a practice 'best'; how to find organizations with best practices; and how to conduct a formal analysis of your process against the identified best practice.

**To register for the training modules, visit workforce-central.org/certification. Registration is recommended but not required.*

