

CQI STEERING COMMITTEE CHARTER - 2005

The Steering Committee will oversee the process of organizational change from a traditional organization to a high performance organization. To accomplish this transformation, the organization will use the principles and practices of continuous quality improvement. The organization is building a CQI infrastructure from which to support a culture that is focused on customer expectations and continuously improving processes that will result in higher customer satisfaction. The cultural foundation results in a high performance workplace.

The Committee will steer the process of change driven by the CQI Plan for the entire one stop partnership. The Committee will focus on four functional areas for implementation of the plan – connecting the plan with the work in various units/divisions and to employees; alignment of process and procedures to support a CQI culture; infrastructure building of systems required to support the work of the plan; and developing measurements and indicators of performance.

The Committee will champion the cultural expectations and ensure that these expectations are operational and performed at all levels of the organizations that make up the one stop partnership.

Specific Functions and Member Responsibilities:

- Provide leadership for the development and implementation of the CQI plan;
- Commit to understanding and improving the way we do business;
- Involve staff in improvement efforts linked to the strategic plan, CQI plan, and process improvement;
- Align leadership behaviors with organizational culture and values;
- Ensure the timeline in the action plans are being followed;
- Launch improvement projects (thru workgroups and teams) that will produce short and long term successes.
- Communicate the progress and success of the transition to all employees