

## **Systems Alignment Team Charter May 2008 revised**

The Alignment Team is charter to align all internal processes and procedures with the practices of continuous quality improvement as an organizational culture and set of operating principles. The team is charged with aligning all internal processes and procedures across the workforce development system to ensure that they are systematic and saturated as part of the organizational commitment to process improvement. The team will continuously identify and improve core organization processes to attain maximum effectiveness and efficiency and to promote customer satisfaction. The team is empowered to act and reports to the CQI Steering Committee.

The purpose of the effort to align core processes for a systematic and institutionalized approach is to gain:

- More efficient systems and operations.
- More consistency in systems and operations.
- A leaner approach to operations (maximizing value and minimizing waste in the process. Waste in service processes includes rework and human capital inefficiencies).
- A higher level of quality in the development and deployment of policies and procedures.
- Greater integration of workforce systems and operations across the workforce partners.

The team ensures that policies and procedures facilitate and do not hinder the workforce systems ability to practice the culture of CQI, and ensures the policies and procedures are aligned to the WDB's and Council for Youth Development's certification process.