

# MANAGEMENT REVIEW MEETING MINUTES

Rev. 0

Date: April 16, 2015 Time: 10:00 am	Attendees: Charlotte Baker, Mary Beth Matula, Anthony Dueser, Nan Gainer, Brenda O'Bannion, Linda Ledwig and Patty Shafer
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Preparation: Documentation Review, Previous Audits (review and analysis) Objectives & Performance, Customer Feed Back (analysis & review)

Materials To Bring: 
 Minutes of previous meeting  
 Quality system documentation (QM and procedures)  
 All internal and external audit reports  
 Quality Objectives & KPI data  
 Quality record file (customer feedback, evaluation of compliance, corrective & preventive action, etc.

Meeting Objectives: 
 The Cabinet review of the Region III ESC quality management system to ensure suitability, adequacy and effectiveness. The Cabinet will include opportunities for improvement, potential changes to the QMS, including the alignment of the quality objectives and quality policy with our educational and business plan.

Review Agenda:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 5%; text-align: center;">1.</td><td>Review Minutes/Actions of Previous Meeting (include follow-up actions)</td></tr> <tr><td style="text-align: center;">2.</td><td>Quality Policy</td></tr> <tr><td style="text-align: center;">3.</td><td>Quality Manual &amp; Procedures Status</td></tr> <tr><td style="text-align: center;">4.</td><td>Internal Audits Results</td></tr> <tr><td style="text-align: center;">5.</td><td>External Audits Results</td></tr> <tr><td style="text-align: center;">6.</td><td>Status of Preventive/ Corrective Actions</td></tr> <tr><td style="text-align: center;">7.</td><td>Customer Feedback (satisfaction, complaints, needs)</td></tr> <tr><td style="text-align: center;">8.</td><td>Process Performance</td></tr> <tr><td style="text-align: center;">9.</td><td>Product/Service Conformity</td></tr> <tr><td style="text-align: center;">10.</td><td>Resources Needed</td></tr> <tr><td style="text-align: center;">11.</td><td>Quality Objectives/ KPI's</td></tr> <tr><td style="text-align: center;">12.</td><td>Overall Performance of QMS &amp; Changes That Could Affect the QMS</td></tr> <tr><td style="text-align: center;">13.</td><td>Recommendations for improvement to the ESCs products, services, and/or QMS.</td></tr> <tr><td style="text-align: center;">14.</td><td>Conclusions On QMS</td></tr> <tr><td style="text-align: center;">15.</td><td>Next meeting Date &amp; Time</td></tr> <tr><td style="text-align: center;">16.</td><td>Items For Follow-Up At The Next Meeting</td></tr> </table>	1.	Review Minutes/Actions of Previous Meeting (include follow-up actions)	2.	Quality Policy	3.	Quality Manual & Procedures Status	4.	Internal Audits Results	5.	External Audits Results	6.	Status of Preventive/ Corrective Actions	7.	Customer Feedback (satisfaction, complaints, needs)	8.	Process Performance	9.	Product/Service Conformity	10.	Resources Needed	11.	Quality Objectives/ KPI's	12.	Overall Performance of QMS & Changes That Could Affect the QMS	13.	Recommendations for improvement to the ESCs products, services, and/or QMS.	14.	Conclusions On QMS	15.	Next meeting Date & Time	16.	Items For Follow-Up At The Next Meeting
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**ITEM 1. Review minutes/actions of previous meeting.** *Note follow-up activities from prior Management Review issues.*

Previous Management Review minutes were reviewed. The Quality Manual was reviewed and changes were made. Administration reviewed internal audit results, preventive actions, customer feedback and recommendations for improvement.

**ITEM 2: Review of the Quality Policy for current adequacy, and the need for changes to it.** *Review the Quality Policy to ensure it still represents the company's goals.*

Region III Education Service Center is committed to improving the performance of all learners through a continuous improvement process supported by ISO 9001:2008 standards that ensures effectiveness and efficiency in meeting customer requirements.

Quality Policy reviewed and accepted as is.

Quality Policy needs revision. Following changes recommended:

**ITEM 3: Review of the Quality Manual and procedures.** *Review the Quality Manual and procedures to ensure they reflect the actual practices of the ESC.*

- Administrative Procedures Manual Section D was relocated and the manual was completely dissolved. Items were located at the ISOXpress and Intranet on the BAC and Administrative websites. Manuals will be retrieved from the administrators.
- The Vision Statement was changed with board approval on 4-13-15.
- Service Design Team Action Plans which support our Quality Objectives were reviewed with progress reported at Administrative meetings and noted in the minutes.

**ITEM 4: Internal audit results.** *Report on the status of internal quality audits: review results of audits conducted since last meeting, and issues discovered.*

There were no findings during the internal audits.

**ITEM 5: External audit results.** *Report on the status of external audits: review results of audits conducted since last meeting, and issues discovered.*

There were no findings during the last external audit on 12-4-2014.

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**ITEM 6: Status of corrective and preventive actions via the CAR System.** *Review overdue CAR's. Review trends indicated by the CAR's filed in Appendix 1.*

The following Corrective Actions were reviewed 811, 812, 813, 814 and 815. C811 email notice of Criminal History Check was verified and closed. C812 Orientation processes has a tentative completion date of June 30, 2015 by the HR Service Design Team. C813 Evaluation of orientation by new employees process was put in place, reviewed and Closed. C814 Program Evaluation License was renewed and closed. C815 Child Find Referral process is currently being reviewed for accuracy, and will be closed after process is verified.

Preventive Actions P823 and P825 were reviewed. With the implementation of the new ISOXpress software Action P823 was resolved and closed. P825 Data Collection software is in progress with a proposed closed date of June 30, 2015.

**ITEM 7: Discuss customer feedback, customer satisfaction survey results and complaints not already discussed as part of the CAR system review.**

Administrative Cabinet reviewed customer feedback, workshop evaluations, and district input. Change to Catalog of Services to reflect all ESC services and provide a more user friendly approach to service development, use of Service Design team to train staff to communicate with LEAs on services provided by R3. Program evaluations are positive, but we are not getting as many. Website issues with sign in for customers and intranet needs to be reorganized for ease of use. Preventive Action will be input for a search feature on the website. Plans for new website design is being implemented.

**ITEM 8: Process Performance.** *Include opportunities for improvement.*

- ISO Standards to change in 2017 requiring recertification to new standards.
- Needs Assessment instrument changed to Survey Monkey.
- New TSDS services to be implemented
- C & I merged all four classroom content areas into one.
- Due to the increase level of support to School Improvement campuses, a person will be moved into the P & S component to focus on teacher & principal appraisal, data analysis, School Accountability for identified campus, and campus administrator mentoring.
- Service Design Teams are continuing to address priority areas.

**ITEM 9: Product/ Service Conformity.** *Include opportunities for improvement.*

- Cabinet reviewed products and services. All products and services are conforming at this time.
- Workshop and program evaluations received to date reviewed for non-conformity of meeting customer needs.

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- Needs Assessment survey results being implemented by component staff into next year's services.

**ITEM 10: Review of resources needed to maintain and improve the effectiveness of the ESC and its quality management system.** *Discuss resource needs for each of the following points.*

## **EQUIPMENT RESOURCES REQUIREMENTS:**

- Business Administration component personal computer upgrades within next 12-18 months.
- Evaluate current hardware for hosting of TxEIS districts to determine need for additional equipment for future –bringing on additional districts for TxEIS. Currently converting Wharton ISD for TxEIS Student and Refugio ISD for TxEIS Business. Potential for future districts converting to TxEIS is high due to the implementation of the TSDS (Texas Student Data System) PEIMS application.
- TxEIS environment is also being evaluated and reviewed for maintenance and reorganization of servers for more efficient use of space and improvement of performance issues.
- When budget balances this year the plan is to purchase new computers for all ECI staff.
- Curriculum and Instruction is working on a semi technology plan to ensure all staff have the equipment they need to perform their duties, including personal computer upgrades.

## **WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

- ESC Building committee continues work on building improvement recommendations.
- The move of EPP to another section of the building has assisted in more efficient work area and easy access for interns and potential applicants.

## **QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

- Continue to review quality system; focus on improvement.

## **HUMAN RESOURCES & TRAINING NEEDS:**

- To stay competitive in personnel employment, ESC needs to continue contributing employee only level health insurance contribution amount and salary increases.
- Recommended additional position in business administration component to assist in addressing school finance/accounting needs.
- Business Administration component personnel continue to attend training as needed to address customer needs.

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- Copyright Usage – staff training on proper use of images and graphics obtained online.
- Website training for in-house staff once new template updated – recommended one time a year training, follow-ups when needed.
- More training on DMAC for teachers.
- TxEIS tutorials/videos available for districts.
- Additional staff for implementation of TSDS modules.
- District Training on TSDS modules to complete 2-year implementation of new PEIMS
- Cross training of staff to provide redundancy in areas of MIS/Technology: database backups, TxEIS security, Net3 system, in-house technical support.
- Operator training for the Polycom RMS 4000, the Polycom Capture Server and the Polycom Media Manager systems.
- Technical training for technology technician.
- Training for in-house staff on the use of screen in new computer lab
- FY 15 has allowed ongoing training of ECI support staff in webinar format.
- ECI Professional staff continue to obtain required CEU's.
- Student Support had a mid-year retirement of the VI specialist. A current specialist was cross-trained to ensure that there was no loss in service to our customers.
- Continue to provide training on the use of reports in the escWorks system.

**ITEM 11: Review of quality objectives, data and goals.** *Review the current Quality Objectives as outlined in the Quality Manual and modify goals accordingly. Complete the Objectives table In Appendix 2.*

The Cabinet reviewed the Quality Objectives, Quality Manual, Balance Scorecard measures, and the Indicators. The Service Design Team plans were reviewed and is addressing issues in the six priority areas. Quality Objectives, data and goals are calculated at the ESC level including data from all components. See ESC Planning Documents 2014-2015 Strategic Plan & Service Design Teams.

**ITEM 12: Discuss the overall performance of the quality system, any changes to the company that may affect the quality system, or vice-versa.** *Include opportunities for improvement.*

- With ISO standards being revised, expanding use of ISOXpress should be delayed until new software is available.
- Legislation passed current session could affect ESC operations
- Revised Performance Standards for ESC's

**ITEM 13: Note other recommendations for improvement to the ESCs products, services, and/or QMS.**

- Next year programs/budgets being prepared with district needs assessment considered.

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- Continue to review recommendations for improvement to the ESC's products, services, and/or Quality Management System.
  - Ongoing website content maintenance – working with individual components and/or individuals on website content and organization.
  - Recommendation – create a committee to redesign/reorganize intranet.
  - escWorks – working on completion of and implementation of Net3 system; currently have Region 4 reviewing the Texas Dashboard for meeting Region 3 requirements for obtaining state standards by department and individual – it is not calculating instructor hours correctly (this is unique to Region 3).
  - Install a new automated backup system for critical staff documents (in progress).
  - Implement another layer of defense against malware, viruses, and advanced persistent threats for the Region 3 network.
  - Quality improvements have been made in oversight of staff with the addition of 1FTE (4) staff with supervision stipends. This has also improved new staff training and systems.
  - Will continue with the “transformation” we have begun with branding, reorganizing and adding products and services as needed.

## **ITEM 14. Conclusions on QMS**

The management system of Region 3 is working. There are good processes and systems in place. The Strategic Plan supports the quality management system.

## **ITEM 15. Set date for next Management Review:**

The next Management Review will be held on October 1, 2015.

**ITEM 16. ITEMS FOR FOLLOW-UP AT NEXT MEETING:** Read through the entire minutes above and copy any items that need to be looked at again, or followed up on, at the next meeting.

1. New ISO Standards
2. Standardization of Operating Procedures
3. Evaluation Systems
4. Fleet Vehicle Usage
5. Process of Corrective Actions