UW-Stout
AQIP Process Improvement Action Plan

The following template should be used by AQIP category leaders to develop their improvement plans. This document should be submitted annually to the Chancellor's office in September. Annually, you will receive a memo from the Chancellor requesting your template.

AQIP category leaders should work with their AQIP improvement team to develop their improvement plans.

Annually in December and May, the Chancellor's office will request progress updates on all of your action items.

Instructions:
- Select the page(s) that refer to AQIP categories for which you are the lead. All other pages can be deleted.
- Review all O's and OO's from the AQIP feedback report and determine one of the following for each one:
  - o Action steps need to be implemented to address this O.
  - o Action steps do NOT need to be implemented to address this O. You'll want to select this option, for example, if the AQIP reviewers misunderstood our portfolio, or if action steps are already underway in another category or in another university action plan.
- Complete the first column of the tables:
  - o Put each O and OO that needs an action step(s) into the first column of the first chart. If you have several items in this first table, you may choose to defer some items – that is, to indicate that they need to be addressed, but will be included in your improvement plan in a future year. For items that will be deferred, list the O or OO, and in the timeline box, indicate that it will be included in an improvement plan in a future year. The rest of the columns can be left blank for deferred items.
  - o Put each O and OO that does NOT need action step(s) into the first column of the second table.
  - Add additional lines as necessary to the tables.
- Complete the rest of the tables.

Category 6: Supporting Organizational Operations (Kristi Krimpelbein)

List "O" or "OO" from AQIP feedback report that you are responding to.	Action Plan:	Responsible:	Timeline:	Key Performance Metrics:
"What problem are you addressing"	*"What has to be in order to address this O or OO?"*	*"Who are the positions or people that will be responsible for the action plan?"*	*When should the action plan be completed? MUST be specific target completion date.*	*How will you know if this action plan is successful?*
While the University describes a number of measures used for the efficiency and effectiveness of its operations, the various levels of reviewers may find it efficacious to analyze critically the validity of collected data.	ASLS Council will ask Budget, Planning & Analysis to provide the scope, effort, and resources to accomplish such a task. We will determine if there are a few key performance indicators for which this exercise should be performed.	VC Director of BPA	March 1, 2011	Recommendation noted in ASLS Council minutes.
The opportunity exists for UW-Stout to employ Lean Six Sigma tools to reduce waste in transactional processes.	A proposal needs to be developed and resources requested to implement this opportunity. University currently utilizes lean to eliminate non-value added steps. Six Sigma will require training and support from a central office.	VC Director of BPA	June 1, 2011	Proposal will be considered by the Chancellor's Cabinet.
Data are not provided for performance measures of student and administrative use of technology. This includes technology utilization for instruction and satisfaction with technology support services for students, faculty and administration; effectiveness of the IT Plan and effectiveness of other	Offices of BPA and LIT will be asked to meet and review available data for performance measures. If data is not available, a proposal to develop will be requested.	CIO Director of BPA	June 1, 2011	Appropriate measures will be identified and tracked.

organization operations.				
There is an opportunity for the institution to exceed national/industry averages on a more consistent basis for student life services.	ASLS will utilize key national/industry averages as division performance indicators. SLS units will also regularly track, analyze and discuss survey results.	VC AVC SLS	Ongoing	Institution will regularly exceed national/industry averages on a consistent basis.
There is an opportunity for the institution to exceed national and industry averages on a more consistent basis for physical plant and health and safety performances.	ASLS will utilize key national/industry averages as division performance indicators. Physical Plant and Health & Safety units will also regularly track, analyze and discuss survey results.	VC PP Director ED Health & Safety	Ongoing	Institution will regularly exceed national/industry averages on a consistent basis.

Use this space to list any "O" or "OO's" from the AQIP feedback report that you do not feel need to be addressed:

List "O" or "OO" from AQIP feedback report that you are not responding to.	Why do we not need to address this item?:
Although reorganization of departments in 2007 came through strategic planning for better ability to implement and communicate safety processes, there is little explanation surrounding the actual processes used.	Writer of this category needs to more comprehensively describe the ASLS planning process which includes an annual review and discussion of organizational issues by various stakeholders groups and the ASLS council
The institution has an opportunity to clarify relationship of publishing policies and procedures to encouraging innovation and empowerment in the realm of supporting organizational operations.	Writer of this category should discuss the framework that policies and procedures provide. Appropriately developed policies and procedures allow empowerment and encourage innovation. Information should also be provided regarding support for innovation and empowerment in our support systems including the utilization of lean,

	continuous improvement, support for pilot projects, and technology updates.
While the institution's Administrative and Student Life Service council reviews performance data, assesses progress, discusses new requirements, and identifies improvement opportunities, an opportunity exists to provide outcomes and results.	Writer of this category needs to more comprehensively describe the ASLS planning process which includes Implementation Plan review, assessment of outcomes, report out to the Division and University.
UW-Stout has an opportunity to establish causality by demonstrating how specific improvements are driven directly by specific results.	Writer of this category needs to identify causality in the next update.

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