

Quality Issues Forum

May 5, 2004

Quality Issues Forum & Luncheon
Gary C. Schultz

- More than a Decade of CQI
- How Big is the Margin of Excellence
- Changing Landscape of Higher Education

Continuous Quality Improvement

Differences

- Focus on Customer
- Teamwork
- Data Based Decision Making
- Engaging Workers in Process Improvement

Seven academic units are represented by the 91 teams

- Arts and Architecture
- Agricultural Sciences
- Commonwealth College
- Eberly College of Science
- Engineering
- Health & Human Development
- University Libraries

Eleven administrative units are also represented by the 91 teams:

- Undergraduate Admissions
- University Registrar
- Budget Office
- Office of Physical Plant
- Office of Human Resources
- Career Services
- Center for Women Students
- Counseling & Psychological Services
- Judicial Affairs
- University Health Services
- Faculty Senate

Penn State's Strategic Plan

- The goals and objectives of the CQI teams also reflect the five goals of the University's Strategic Plan.

Goal 1

Enhance academic excellence through greater support of high-quality teaching, research, and service.

Art Education Program Curriculum Revision Team

College of Arts and Architecture, School of Visual Arts



Goal 2

Enrich the educational experience of all Penn State students by becoming a more student-centered University.

eLion Grade Reporting Team

*Enrollment Management and Administration, University Registrar,
Information Technology Services*



eLion

Health and Human Development Academic Services Team
College of Health and Human Development



Goal 3

**Build a more considerate and civil
University community**

Judicial Affairs System-wide Staff Sexual Assault Training Curriculum Team

Student Affairs, Judicial Affairs

Judicial Affairs

student
Making Life Better

DIVISION OF STUDENT AFFAIRS



Goal 4

**Serve society through teaching, research,
and service.**

Extend-A-Day Energy Outreach Program

College of Engineering



Engineering Producing
World-class
Engineers

Goal 5

Develop new sources of income and reduce costs through improved efficiencies.

HR-88 and Fixed-Term I Team
Finance & Business, Office of Human Resources



University Health Services Pharmacy and Therapeutics “Medication Modification” Team

Students Affairs, University Health Services

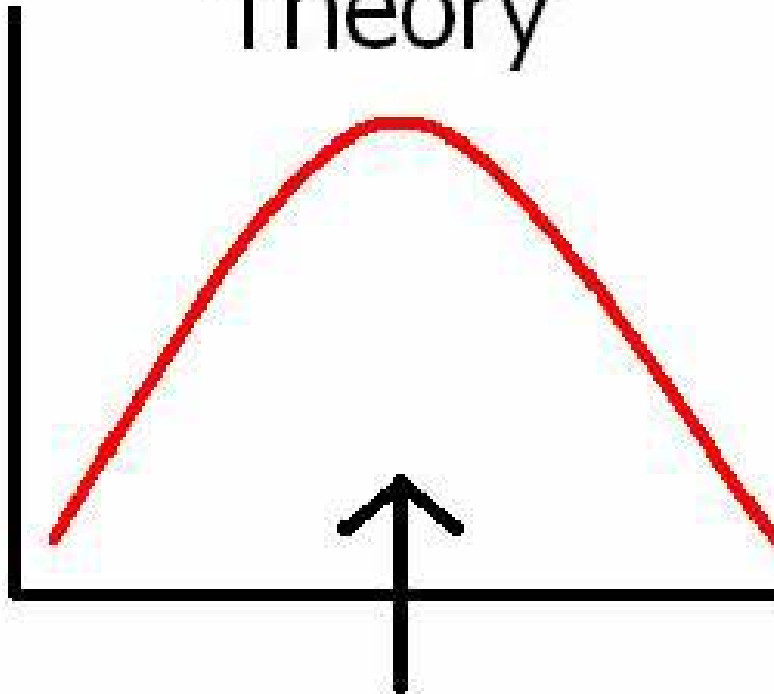
- Meet the Clinician’s Drug Choice
- Provide Lower Cost Medications to Students
- Reduce Inventory of Infrequently Ordered Drugs

Atmosphere of Excellence



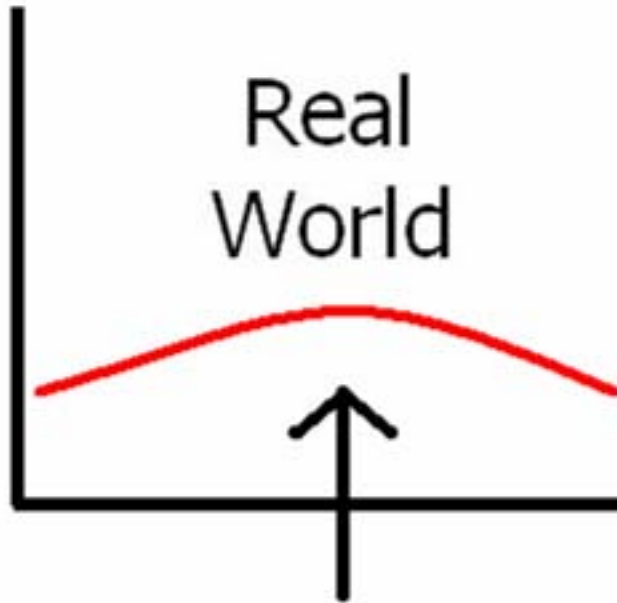
How Big is the Margin of Excellence?

Theory



Optimum

Real
World



Optimum



Chicago Bulls

won 3% more games than

Seattle SuperSonics



CHAMPIONSHIPS:

Bulls 6

Sonics 0

Improve your Swing



Major League Baseball

- .300 batting average - very good



Major League Baseball

- .330 batting average - outstanding



Margins of Excellence

are Small

But Rewards are Great

Changing Landscape



Rising to the Challenge



Demographics

Rising to the Challenge



University of Phoenix™
O N L I N E

For-Profit Competition

Rising to the Challenge



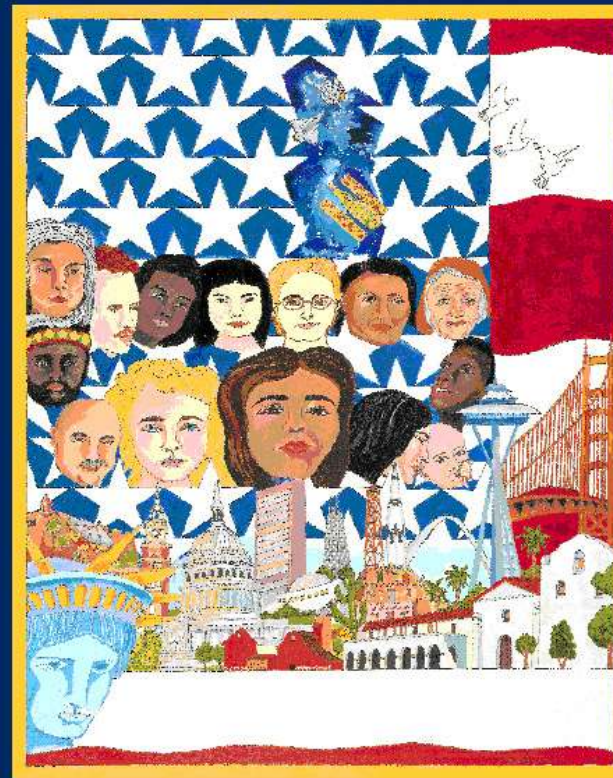
Commonwealth Funding

Rising to the Challenge



Technology

Rising to the Challenge



Diversity Day

Diversity

Rising to the Challenge



Consumerism

Rising to the Challenge

