



August 2011

**Contact Us**

APQC Education  
123 N. Post Oak Ln  
713-685-4686  
[nlincecum@apqc.org](mailto:nlincecum@apqc.org)

**Connect with us!**

Do you have access to standards based videoconferencing? If so, please contact [Sarah Altemus](#)

Hello!

**\$43 million.**

That is the total amount of money that North Star Community member districts have saved since the start of the APQC Education North Star project. We have 40 total North Star Community members now and about half of them have completed projects. The numbers speak for themselves and we couldn't possibly be prouder of how the Community is working together and growing.

We know you are busy with back-to-school activities so this newsletter is very focused. The most important thing that I want to call your attention to is that we have developed a new one-day, inexpensive way for you to get started with North Star work. This offering is our *Process and Performance Management Strategic Overview* and is ideal for 10-20 members of a district-based or campus-based leadership team. In this powerful day, we teach the basics of Process Management and challenge your team to investigate areas where you can save money and improve effectiveness in your district immediately. For more information about this new offering, please contact me directly at [fbentsen@apqc.org](mailto:fbentsen@apqc.org) . Additionally, due to popular demand, we have expanded our selection of webinars and professional development seminar offerings this fall. See below for an exciting array of offerings covering Process Management basics, Metrics Alignment, Return on Investment Calculations and a dynamic overview of the lessons learned from our most recent Benchmarking Study – Best Practices in Evaluating the Impact of Instructional Coaches on Teaching and Learning.

Read on for more!

Kindest Regards,  
Fred A. Bentsen  
Executive Director, Sales  
APQC Education  
[fbentsen@apqc.org](mailto:fbentsen@apqc.org)



***An exciting announcement for our Texas readers!***

*We are delighted to announce a new strategic agreement with TASBO, the Texas Association of School Business Officials.*

*Accordingly, we will offer webinars and professional development workshops in conjunction with TASBO, and as this relationship evolves we expect that it will add value for Texas districts that rely on the great work that our friends at TASBO are doing every day.*

**An Organizational Assessment in Action**

**New APQC Education Case Study!**

Cypress-Fairbanks Independent School District in Houston, TX has experienced transformative change district-wide through the implementation of process and performance management. The projects that emerged after the district's Organizational Assessment all align with their focus on improving and maintaining quality and high standards of student achievement. To learn more about Cy-Fair's journey, read the case study [here](#).



To learn more about Organizational Assessments, as featured in this study, [click here](#).

**Upcoming Fall Events**

APQC Education invites you to learn more about how you can use Process and Performance Management to identify and eliminate waste, strategically reduce costs, and harness the creative improvement ideas of all employees.

**Free Webinars**

**Best Practices on Evaluating the Impact of Instructional Coaches on Teaching and Learning**

Thursday, September 1st at 1:00 pm CST

Join APQC to learn about the key findings from our most

recent benchmarking study, "Best Practices in Evaluating the Impact of Instructional Coaches on Teaching and Learning." The study, sponsored by the GE Foundation, explores the value proposition of instructional coaching to K-12 districts and campuses. [Click here for more information and to register!](#)

---

#### **Process and Performance Management Overview**

Wednesday, September 7th at 1:00 pm CST

Learn about Process and Performance Management and how to apply high-level process management to key district practices. [Click here for more information and to register!](#)

---

#### **Metrics Alignment Webinar**

Tuesday, September 27th at 1:00 pm CST

Hear about the high level challenges for aligning metrics in an educational organization and learn some basic tips for improving your measurement systems. [Click here for more information and to register!](#)

---

#### **Calculating Costs for Processes and Projects Webinar**

Tuesday, October 4th at 1:00 pm CST

This webinar is a great refresher for Project Action Teams or educational leaders who need to understand the importance and the methods for calculating or estimating costs as they are linked to existing processes or for potential improvement opportunities. [Click here for more information and to register!](#)



### **Professional Development Courses At APQC in Houston, TX**

#### **Process and Performance Management Overview**

Wednesday, October 12th from 8:30 am – 4:00 pm CST

APQC will host a full day workshop to give school leaders the opportunity to dig deeper into Process and Performance Management; provide hands-on experience in identifying district projects, and beginning the Process and Performance Management approach towards solving those challenges. [Click here for more information and to register!](#)

---

#### **Metrics Alignment Seminar**

Tuesday, November 1st from 8:30 am – 4:00 pm CST

Don't miss this one-day workshop on discovering and using the right metrics to implement and sustain strategic objectives. [Click here for more information and to register!](#)

---

### Calculating Costs for Process and Projects Seminar

Wednesday, November 2nd from 8:30 am – 4:00 pm CST

Day-to-day processes cost money - the trick is identifying how much of the process is waste, and how much is a true cost of business. [Click here for more information and to register!](#)

---

### New Offering: Process and Performance Management Strategic Overview

APQC Education offers a full-day on-site Process and Performance Management Strategic Overview for up to 20 members of your district leadership team. This overview is designed to teach the fundamentals of Process and Performance Management in K-12 public education but also to challenge you to explore how you can save money and improve outcomes in your district immediately. The following topics will be covered:

Introduction of Process and Performance Management and results that our partners have seen through Process and Performance Management implementation

Introduction of DMAIC and why it is such a powerful methodology for continuous improvement

Mapping of current state for high level processes

Overview of project selection for Process Improvement and Process Redesign

Cost/Benefit Analysis measurement using Process and Performance Management – how to measure and maximize return

A summary report from APQC Education with high-level recommendations of where we feel you can best deploy Process and Performance Management methodologies to increase system efficiency and effectiveness

**For more information, please email [Fred Bentsen](#).**

---

**Our Founder and Chairman Jack Grayson was recently recognized by the International Academy of Quality for his contributions to the science.**



[Follow us on Twitter!](#) [Find us on LinkedIn!](#) [Join us on Facebook!](#)