



The college has been a member with the **Continuous Quality Improvement Network** (CQIN) www.cqin.net since 2009. CQIN's Summer Institute is held annually in August. Typically a team of 10 leaders from MPTC have attended this conference which partners with major organizations noted as leaders in customer service, organizational culture, innovation and winners of the Malcolm Baldrige National Quality Award. Moraine Park has attended the following programs through CQIN:

2008 CQIN Summer Institute (Guest member)

***THEME: Legendary Service, Engaged Employees, and
Relentless Improvement
Major Partner: Ritz Carlton***

Major outcomes:

- ***Jeff Hargett from the Ritz speaks at MPTC's 2009 In-service***
- ***Culture of Quality survey administered at MPTC***
- ***Increased customer service training for One-Stop staff***
- ***Park Place intranet sharing campus daily news and activities***
- ***GAS (Giving Awesome Service) Awards at MPTC***

2009 CQIN Summer Institute

***THEME: "How to Increase Innovation in Challenging Economic Times:
Thinking Like an Innovator, Working Like an Innovator,
Teaming Like an Innovator & Playing Like an Innovator"***
***Major Partner: Thomas Edison and Henry Ford study w/ Henry Ford
Museum***

Major outcomes:

- ***Following oninnovation.com website from Ford Museum***
- ***Creation of the MPTC Stressbuster (work hard/play hard) team and monthly staff events***
- ***Encourage staff innovation and empowering employees***
- ***Institute an MPTC presence using social media and technology***

2010 CQIN Summer Institute

THEME: "Achieving Performance Excellence:

Accountability, Alignment and Integration"

Major Partner: Poudre Valley Healthcare System

Major outcomes:

- **Integrate new mission and vision in 2010-2011**
- **Focus on performance excellence in 2011-2012**
- **January 2011 In-service that focuses on our customers - the students and highlights their success**
- **Develop an employee appreciation program.**
- **Hire for culture/personality tools into the hiring process? Create a behavior standards form and have all employees sign it**
- **Quality Council and CPLT to further investigate Hoshin Planning to help the college tie improvement projects directly to college goals and objectives**

2011 CQIN Summer Institute

THEME: "Strengthening and Sustaining Leadership Excellence and Organizational Creativity "

Major Partners: Disney Institute, City of Coral Springs, NASA/Kennedy Space Center

Major Outcomes:

- **Continue to use Baldrige Surveys to gauge strengths and opportunities (we have used these surveys to measure the Culture of Quality in 2008 & 2010).**
- **Promote and enable a culture of Leadership Excellence and Organizational Creativity.**
 - **Identify the culture we want to model**
 - **Adopt, adapt, perfect. Don't place blame, adjust and move on.**
 - **Communication; tell a story**
 - **Sell dreams not products; create insanely great experiences.**
 - **Trust and empower employees and eliminate fear**
 - **It's not what you work on, it's who you work with.**

- *Everyone is a leader*
 - *The greatest responsibility of any leader is to make new leaders. Leadership is not a title.*
- *Use one primary means of communication to spread the word to all staff (portal); can use additional tools to reinforce (newsletters, bulletin boards and TV monitors)*
- *Focus attention to detail and use feedback data to convert to intelligence*
- *Align strategic planning to the budget and identify resources*
- *Build a collaborative culture: “yes, and” or “yes, if”*

2012 CQIN Summer Institute

THEME: Achieving Results Through Greater Accountability

Major Partners: Partners In Leadership, Kimberly-Clark Health Care, Lockheed Martin Corporation, Northwest Vista College

Major Outcomes: Currently Under Development