

BQ2.1: Continuous Improvement Procedure

Purpose

This procedure outlines the steps taken to collect feedback from stakeholders of the business and how to record and process the information received.

Procedure

1. Make continuous improvement suggestions

	Action	Details	Responsibility
1.1	Collect Continuous Improvement Records.	a) Staff, students and other stakeholders are invited to provide feedback and suggestions for improvement to any part of the organisation through a Continuous Improvement Record. b) Forms are reviewed regularly and form the basis of the review of the organisation's performance.	All stakeholders Principal Administrator

2. Log continuous improvement suggestions

	Action	Details	Responsibility
2.1	Collect Continuous Improvement Records.	a) Continuous improvement suggestions are to be made on a Continuous Improvement Record. b) Staff, students, and other stakeholders can complete a Continuous Improvement Record at any time. c) Continuous improvement suggestions can be recorded in the continuous improvement register directly with no form in some cases.	CEO Principal Administrator Academic Manager
2.2	Summarise each Continuous Improvement Record on Continuous Improvement Register.	a) As they are received, log the details of each Continuous Improvement Record on the Continuous Improvement Register and assign a register number to the form. b) Record the logging of the form on the bottom of the form. c) Verbal discussions which may lead to continuous improvements will be recorded directly in the continuous improvements register	CEO Principal Administrator Academic Manager

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	Action	Details	Responsibility
2.3	Record organisational improvements on the Continuous Improvement Register, without the need for a form.	<p>a) From time-to-time, Jasmine Education Group may make decisions about improvements from a management level. These improvements are often not the result of a form or suggestion but rather from a managerial direction or response to operational events, achievements or issues.</p> <p>b) These improvements may be recorded on the Continuous Improvement Register without form.</p> <p>c) The CEO AND / OR ACADEMIC MANAGER should ensure that plans and outcomes for organisational improvement are recorded on the register.</p> <p>d) After each management and staff meeting, update the register with any improvement decisions or plans that were made during the meeting.</p>	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>

3. Review Feedback Register

	Action	Details	Responsibility
3.1	Discuss informal feedback with management group.	At each management meeting, any Informal Feedback collected are to be discussed. If actions are required, an agreement about the actions to be taken will be reached. If an improvement is recommended, this should be recorded as a new entry on the Continuous Improvement Register.	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>

4. Review continuous improvement register

	Action	Details	Responsibility
4.1	Discuss continuous improvement suggestions at each management meeting and make a decision about implementation.	<p>a) At each management meeting, the continuous improvement register is to be reviewed. Continuous improvement is a regular agenda item at all management meetings</p> <p>b) Present the improvements implemented since last management meeting.</p> <p>c) Where a suggestion has been made for an improvement which requires a decision, present</p>	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>

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	Action	Details	Responsibility
		<p>the suggestion/s to the management team.</p> <p>d) Decisions on what action is to be taken for each CI suggestion is to be reached and recorded during the meeting. Agreement about the timeline and responsibility for implementation should be reached.</p>	
4.2	Record decisions on the Continuous Improvement Register.	Record the decisions made during the management meeting on the Continuous Improvement Register, including who is responsible for implementation and the agreed timeframe.	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>
4.3	Implement the improvements and record achievement.	<p>a) Ensure those responsible for implementing improvements are aware of their responsibilities and the agreed timeframe.</p> <p>b) Once implemented, the person responsible must report the outcome and completion date, which are to be recorded on the Continuous Improvement Register.</p>	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>
4.4	Monitor and update the register regularly.	Monitor the register regularly to ensure it is kept up to date, timelines are adhered to and records of implementing improvements are kept accurately.	<p>CEO</p> <p>Principal Administrator</p> <p>Academic Manager</p>

Related policies

- BQ2: Continuous Improvement and Quality Assurance Policy

Related procedures, forms and documents

- BQR2A: Continuous Improvement Register
- BQR2A-1: Continuous Improvement Form
- BQR2B: Feedback Register
- BQ2.2: Feedback Procedure
- BQ2.3: Internal Meeting Procedure

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