# **NCSI Conceptual Framework for Continuous Improvement**

*Improvement begins with "seeing your current system*" in order to understand how you are currently organized to do the work... so as to identify strengths... make plans for improvement... and implement those plans with fidelity over time.



# Examining the Effectiveness of the System

#### Information & Analysis

How does your organization **select**, **gather**, **analyze**, **manage**, **and improve** data, information, and knowledge assets? How do you manage information technology? How is **information reviewed and used** to improve performance?

## **Organization Performance Results**

How does your organization **examine performance and improvement results** in all key areas?

# Knowledge Utilization

Examining the Effectiveness of the System

#### Workforce Focus

How does your organization engage, manage, and develop staff to utilize full potential -- in alignment with mission, strategy, and action plans? How do you assess workforce capability and capacity needs to build an environment conducive to high performance? How do you ensure individuals have the content knowledge and skills to do what is being asked of them?

# 😟 🍅 Systems Change

# Examining the Effectiveness of the System

### Leadership

How do your organization's senior leaders guide and sustain your organization, its governance, and how it addresses ethical, legal, and community responsibilities?

#### **Strategic Planning**

How does your organization develop strategic objectives and action plans? How are these objectives and action plans deployed and changed if circumstances require, and how is progress measured?

## **Operations Management**

How does your organization determine its core competencies and work systems? How do you design, manage, and improve its key work processes for implementing these work systems and achieving organizational success and sustainability?

# Communication & Collaboration

# Examining the Effectiveness of the System

## **Stakeholder Focus**

How does your organization determine **requirements**, **needs**, **expectations**, **and preferences** of stakeholders? How does your organization **build relationships** with stakeholders, leading to stakeholder **satisfaction** and organizational **sustainability**?



Informed by Baldrige (2016) *Criteria for Performance Excellence Framework*; and Bryk, et al (2015) *Learning to Improve: How America's Schools Can Get Better at Getting Better*