



## Community Consolidated School District 15



### Winning the 2003 Malcolm Baldrige National Quality Award: Community Consolidated School District 15's

# Journey to Excellence

Being accountable to one's constituents is essential to any quality organization, and giving customers what they want and need is an acknowledged route to success. However, school districts are rarely credited with being accountable to those they serve.

Several years ago, Community Consolidated School District 15 in Palatine, IL, launched a journey of continuous quality improvement centered on accountability to its constituents—the district's 13,000 plus students, their parents, and the seven communities its schools serve. As a framework for the district's efforts, the Board of Education and district administrators adopted the criteria of the U.S. Department of Commerce Malcolm Baldrige National Quality Award Program. This award annually recognizes a handful of organizations that demonstrate the highest standards of quality and performance excellence.

The result: in 2003, District 15 was one of seven U.S. organizations to win the Malcolm Baldrige National Quality Award and the only educational organization among the winners. In fact, only three other educational organizations have ever won Baldrige Awards.

Why? Without losing focus on its mission—providing a world-class education for its students—District 15 has become a data-driven organization, measuring progress in all aspects of its operations. The district has developed “role model” programs that respond to the specific needs of various customer groups. Even the youngest children in the district's classrooms effectively use quality tools from carefully thought-out Plan-Do-Study-Act (PDSA) action plans to run charts, affinity diagrams, and more.

*We invite you to explore in depth what makes District 15 a Baldrige winner. Talk to the superintendent, teachers, staff members. See our students putting Baldrige principles into action.*

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