

FIRST STATE QUALITY IMPROVEMENT FUND
Initiatives Approved For Funding
Fiscal Years 1997-2008

| <u>Agency</u> | <u>Program Titles</u> |
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| <i>Administrative Services</i> | Achieving Excellence in Quality Aligning People & Processes for Results |
| <i>Court of Common Pleas</i> | Strategic Planning Trial Courts Performance Standards Clerk's Offices Operations Assessment CMS-Interactive Tutorial System Analysis of Measurements |
| <i>Delaware State Housing Authority</i> | Process Redesign |
| <i>Delaware National Guard</i> | Senior Leadership/Joint Task Force Training Best Practices in Leadership/Management |
| <i>Department of Agriculture</i> | Delaware Quality Award Application Process Customer Satisfaction & Process Improvement |
| <i>Department of Correction</i> | TQI for Better Services Principles of Quality Leadership Quality and Customer Focus Customer Service & Accountability for Prison Industries MIS Customer Focus Initiative Continuous Quality Improvement & Performance Measurement |
| <i>Department of Education</i> | Quality Service Through Informed Assistance |
| <i>Department of Finance</i> | Covey Leadership Training Lead Yourself First Continuous Improvement Tools Lead with Trust Six Sigma & Baldrige for Senior Managers Succession Planning Strategies Addressing Assessment Climate Results Process Improvement and Coaching Core Values Training |

| <u>Agency</u> | <u>Program Titles</u> |
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| <i>Department of Health and Social Services</i> | TQM/CQI Initiative Outcome Based Performance Measures No Wrong Door Developing People Program Concept Mapping for DPH Strategic Planning Management Makes the Difference Public Health Performance Standards |
| <i>Department of Insurance</i> | Consumer/Licensing Quality Improvement What Matters Most-Covey |
| <i>Department of Safety and Homeland Security</i> | DSP Stat Quality Policing Through Accreditation |
| <i>Department of State</i> | Continuous Performance Improvement Strategic Plan Gap Analysis Using DQA Criteria Performance Management for Museum Sites Operationalizing the Balanced Scorecard and Process Mapping Using Lean Six Sigma Methods |
| <i>Department of Technology and Information</i> | Capability Maturity Model Process Improvement |
| <i>Department of Labor</i> | Local Area Network Process Improvement Linking Employee Satisfaction & Customer Success to Improved Recruitment & Retention of Staff Leadership and Employee Satisfaction Measurement Quality as a Culture Process Based Leadership & the Balanced Scorecard |
| <i>Department of Natural Resources and Environmental Control</i> | ISO 9000 Registration Customer Service Program Best In Class Continuous Improvement Initiative Delaware Quality Award Application Process Best In Class Continuous Improvement Initiative Enhance Customer Quality Process Continuous Improvement of People Teamwork Improvement Workplace Environment Improvement Creating a Culture of Trust A Leadership Journey Implementing ASQ Quality Systems for Environmental Data and Technology Programs |

| <u>Agency</u> | <u>Program Titles</u> |
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| <i>Department of Transportation</i> | Quality Management in Toll Operations Customer Service Training Customer Satisfaction Improvement Initiative |
| <i>Department of Services for Children, Youth, and Their Families</i> | Quality Human Services Organization New Employee Orientation Uniform Assessment Training & Professional Development Administration System Performance Measurement-Child Specific Outcomes Measures for Behavioral Health Systems of Care Genuine Leadership Training Enhancing Financial Effectiveness through Unity of Effort |
| <i>Family Court</i> | Performance Standards & Measures Quality Counts |
| <i>Justice of the Peace Courts</i> | Quality Improvement Study Civil Court Study Electronic Payment of Traffic Tickets JP Court Train the Trainer Basic Legal Education – Train the Trainer Program |
| <i>Office of Management and Budget</i> | Values Training |
| <i>Public Defender</i> | Excellence in Interpersonal Performance |
| <i>Public Safety</i> | Measuring DABC Client Expectations Boiler Safety Training Video Continuously Quality Improvement |
| <i>State Personnel Office</i> | Leadership Values Initiative |
| <i>Superior Court</i> | Public Information Access Center & Kiosk TQM Advisory Team Retreat |
| <i>Delaware Quality Consortium</i> | Quality Award Examiner Training |
| <i>Delaware Quality Partnership</i> | DQP Quality Training |
| <i>Statewide Training Advisory Network of Delaware</i> | Quality Presenters for STAND Conference |