

SALEM-KEIZER SCHOOL DISTRICT NEW EMPLOYEE ORIENTATION

Our purpose is to educate students. We have a vision statement, mission statement, and quality policy to guide our daily actions. You are expected to internalize these words and reflect on them frequently as you perform your job. Are your actions helping our students graduate? Are you doing your best work? If not, tell someone. We are a team and together we can do amazing things!



WHAT IS OUR MISSION STATEMENT?

"In partnership with the community, we ensure that each student will have essential knowledge, skills, and attitudes to be a lifelong learner, a contributing citizen and a productive worker in a changing and increasingly diverse world."

The mission statement notifies all stakeholders of the purpose of the organization and makes sure that we are all rowing in the same direction.



WHAT IS THE QUALITY POLICY AND WHY DO WE HAVE IT?

"Through a constant commitment to QUALITY, we provide a pathway to success for every child, every day"

The quality policy is a means of leading SKSD toward performance improvement.

- It demonstrates management's commitment toward quality.
- It assures needs and expectations of stakeholders are understood.
- It sets the expectation that all departments will do quality work.
- It implies that processes will continually improve.

Every employee should know how the Quality policy affects their work.

EMPLOYEE FEEDBACK AND IMPROVEMENT

Employee suggestions are critical part of process improvement.

- Line staff have a better understanding of processes they perform than upper management.
- Employees know about the condition of existing equipment, new equipment needed, and stumbling blocks that prevent them from doing their best work.
- Employees have direct interaction with customers and hear complaints about services and products.

If persistent problems exist, each employee has the ability to submit a Process Review Request which is sent to the process owner for review. The process owner, usually the department head, has an obligation to fix ineffective or inefficient processes. Forms and procedures related to Process Review Requests are available on the QAM website or from your supervisor. Requests may be submitted anonymously on the web using Action Traction.