

CQI Connection Community of Practice

The CQI Connection Community of Practice is an informal CoP. This charter describes how it has been established and is intended to operate. This document will be revised/amended as deemed necessary by community leadership.

Purpose

The purpose of establishing this CQI Connection CoP is to achieve the following:

- Promoting a culture of CQI through real-time daily collaboration and communication
- Encouraging peer-driven, leader-supported learning through sharing
- Providing multi-modal education
- Supporting situated learning (through practice and participation)
- Providing valuable process improvement and project management resources
- Allowing all with interest to contribute to a like-minded community
- Having fun! Living our values through mutual staff engagement
- Fostering an environment for agile 21st Century workers who embrace and thrive with Change
- Offering access to cutting edge best practices

Membership

CoP membership is open to all interested University staff but targeted to phases. To join, see the [About the CQI Connection web page](#).

- Phase I: Target all staff members in FBO at Wayne State
- Phase II: Open for all of WSU staff campus wide

It is expected that, as a member of the CQI Connection CoP, members will:

- **Engaging others by contributing his/her thoughts and ideas**
- **Participation in learning events as they are provided**
- **Sharing his/her experiences in his/her process improvement efforts, both the successes as well as the lessons learned**
- **Respect and support for all other members of the CoP**

These expectations will be modeled and enforced by community moderators.

Organization Structure/Leadership

Allison Martin, AVP, **CQO**, serves as this CoP's sponsor and champion. Additionally, the CQI Workgroup is presently the establishing party of this CoP, also charged with additional efforts toward establishing a

CQI culture at the University. Along with Allison Martin as sponsor and champion, other members include:

- Bill Ging, Director, Business Technology Solutions
- Jackie Flanary
- June Jennings
- Allan Kjellberg
- Jon Northway
- Michelle Schnell
- Tonya Thomas

It is planned to eventually include others in leadership from across other FBO departments as well as from the broader campus to form a *CoP Steering Committee*.

Life Expectancy

This community is intended to live in perpetuity, and until such time as resources can no longer support it, at which time it would be officially dissolved. To infinity and beyond!

Scope/Boundaries

This CoP's intent is to bring staff together around topics related to continuous quality improvement, project management, and the professional development that enables an industry-leading culture of these practices. It is not the intent of this CoP to offer programs that grant any kind of professional development credits or certifications—such offerings are available to staff outside of the context of this CoP, and resources pointing to such offerings will be included within the CoP.

Communication

Promotion and general awareness of this CoP will first be built through email, Academica, and the PAI website, along with modest accommodations for print promotion (posters/flyers, etc.) Eventually we also include promotion and engagement via social media groups and news feeds. Participants will be encouraged to communicate via the conversation and chat functions within MS Team space via the web app, desktop client, or mobile app.

A communication plan is currently being drafted as an included part of CQI Communicator campaign.

Schedule

It is intended that this community will offer both in-person and virtual/online experiences for networking, learning, support, and more. This may take the form of any of the following:

- Webinars
- Conference

- Lunch-n-learns
- Observance of World Quality Day each November
- Staff “Warrior Works” PI Conference/Innovation Showcase annually

Budget/Resources

At this time, we are leveraging, with intent to fully maximize, the investment already made in tools available here at the University to sustain this community. To date, resources include:

- PAI staff (CQI Workgroup)
- Microsoft Teams (online environment for chat, file-sharing, webinars, etc.)
- Tutorial materials in Teams and Accelerate
- Rooms on campus for on-location lunch & learn sessions
- Email/CMS for promotion/communication

Budget for any additional resources or offerings is yet to be determined.

Assessment

This CoP’s success will be measured as follows:

- Monitored participation trends
 - Webinar attendance
 - L&L attendance
 - Conversation activity levels in Teams
 - Inquiry frequency to PAI email inbox
 - Attendance at Staff Showcase/Conference
 - General chatter across campus
- Membership survey for feedback

Conflict Resolution/Content Mediation

Policy currently in development; to be documented/posted upon completion; to address items such as:

- The monitoring and mediation of discussions by community moderators.
- The removal of inappropriate comments, per the APPM policy on the proper use of campus technology
- Planned actions to address privacy breaches, plagiarism, misuse of intellectual property, or inappropriate sharing of proprietary information.