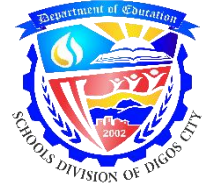




Republic of the Philippines
Department of Education
Region XI
SCHOOLS DIVISION OF DIGOS CITY
Digos City



OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

July 24, 2021

DIVISION MEMORANDUM
No. 419, s. 2021

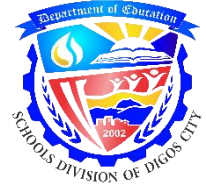
**IMPLEMENTATION OF SCHOOL LEVEL CONTINUOUS IMPROVEMENT (CI)
PROGRAM TRAINING AND COACHING FOR BATCH 2**

To: CID Chief
SGOD Chief
Education Program Supervisors
Public Schools District Supervisors
Secondary School Heads
Elementary School Heads

1. The Schools Division of Digos City through the Schools Governance and Operations Division (SGOD) announces the conduct of **School Level Continuous Improvement (CI) Program Training and Coaching for Batch 2** on July 2021 to November 2021. A five-day training will precede the coaching sessions which will be conducted in six (6) months. The coaching sessions will be concluded with a CI Summit which is scheduled in November this year where projects of the Batch 2 teams will be presented.
2. The activity aims to:
 - a. train the school teams and process owners to have incremental initiatives and innovations to achieve best practices and advocate maximum delivery of services to the customers regardless of gender;
 - b. improve schools and division processes through the Continuous Improvement (CI) Methodology;
 - c. introduce the 10 steps of the Continuous Improvement (CI) Methodology and the tools in carrying out these steps;
 - d. emphasize the critical points under each CI step;
 - e. demonstrate CI application at the school level with the guidance of the coach; and
 - f. prepare and implement a contextualized policy based on the results of the CI project.
3. The participants are the CI Trainers of the following schools:
 - Digos City National High School
 - Digos City Central Elementary School
 - Don Mariano Marcos Elem. School
 - San Miguel Elem. School
 - Rizal Central Elem. School
 - Division Team
 - New CI Teams identified by the School Heads of the above-mentioned teams.
6. Attached is the coaching matrix for reference.
7. Service credits shall be granted to the teachers for their participation which fall on vacation in line with the conduct of the CI implementation subject to the existing stipulations under DepEd Order 53, s. 2003, titled "Updated Guidelines on Grant of Vacation Service Credits to Teachers". In view hereof, they are required to submit the accomplished Daily Time Record (DTR) reflecting the date and time of the LAC Sessions conducted duly signed by the school head.



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8. Connectivity expenses in participation during the training may be charged against local funds or by availing other load allowance subject to the provision in Unnumbered Division Memorandum dated March 31, 2020, re: Augmentation/Provision of Load Allowance to Division and School Personnel While on Community Quarantine, other relevant expenses incurred during the conduct of LAC Sessions such as supplies, materials and incidental expenses shall be charged to local funds subject to the usual auditing and accounting rules and regulations.
9. For guidance and compliance.

CRISTY C. EPE
Schools Division Superintendent 7-23-2021





Continuous Improvement (CI) Coaching Matrix

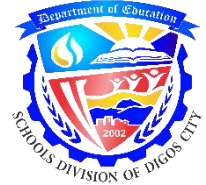
CY 2021

Process Steps	Matrix of Coaching Activities	DATE
	ASSESS STAGE	
Step 1	Get Organized	
	Team Structure	July 30, 2021
	Project Background	
	Informants/respondents	
	Broad Project Statement	
	Project Template	
Step 2	Talk With Customer	
	Preparations for VOC	August 6, 2021
	Engagement questions	
	Probing questions	
	VOC	
	Letters/memos to the stakeholders	August 6, 2021
	Conduct of FGD/VOC	
	Sample transcriptions	
	Affinity Diagram	August 13, 2021
	Segregation of needs and wants	
	Affinity Activities	
	VOC questions and responses	
	Defining the Metrics (Parameters)	
	Key points of groups in the FGD	
	Findings according to relevance and performance	

Step 3	Walk the Process	August 20, 2021
	SIPOC	
	Current State-total No. of days spent in the sub-steps and whole process	
	Process Mapping	
	Situating Storm clouds as bottlenecks	



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Step 4	Identifying PIA	September 3, 2021
	Data Collection Strategies	
	Histogram Presentation	
	Pareto and Line Graphs	
	Focused Problem Statement	
	ANALYZE STAGE	September 10, 2021
Step 5	Root Cause Analysis	
	Root Cause Analysis (Why-Why diagramming)	
	Root Cause Validation	
	SIPOC (Future State)	
	Activity Chart	
	Deployment Chart	
	Value Added/Non-Value Added/Poka Yoke	
	Comparison of Current and Future State	
Step 6	Develop Solutions (ImPlan)	September 17, 2021
	Preparations for Implementation	
	Specifications for the customer	
	Memo	
	Process Simplification	
	Visual Management	
Step 7	Finalize Improvement Plan	September 24, 2021
	Flow chart new procedure	
	Revise job instructions	
	Prepare data collection forms	
	Plan for small scale implementation	
	Plan for full-scale implementation	
	Plan for Monitoring and Evaluation	

Step 8	Pilot Solution	October 8, 2021
	Risk Management	
	Risk Identification	
	Response Strategy	
	Project Planning Risks	
	Prep for roll out	
	ACT STAGE	October 15, 2021
Step 9	Roll out Solution	
	Change Management	
	Communication Plan	



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	Standardization	
	Documentation	
	Training/Orientation	October 22, 2021
Step 10	Checking Progress	
	Benefits derived from the activity	October 29 , 2020
	Lessons Learned	
	Future Activities	
	Closure	November 5, 2020
	Pre-Summit	
	CI Summit	November 12, 2021

Prepared by:

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Div. CI Team Leader

Recommending Approval:

SOLLIE B. OLIVER, JD, MATE
SGOD Chief

Approved:

CRISTY C. EPE
Schools Division Superintendent