

Author

Arved Harding

697 Robinwood Rd.

Kingsport, TN 37663

Daytime Phone- 423-229-4957

FAX- 423-224-0413

Email: aharding@eastman.com



Implementation of Koalaty Kid Section Wide

Purpose of this article

The purpose of this article is to encourage local ASQ sections to take action and help improve the quality of education in their communities by implementing Koalaty Kid.

What is Koalaty Kid

Koalaty Kid is a carefully, detailed planned approach to implementing Total Quality Management in schools. This student-centered approach is aimed at creating a school environment where all students sustain enthusiasm for learning, behave responsibly, feel proud of themselves and their achievements, and strives to meet high standards. Although Koalaty Kid has been deployed primarily in elementary schools, it recently moved into the middle and high school levels.

(For more information about the details of Koalaty Kid, call ASQ National at 1-800-248-1946, and ask for a Koalaty Kid Information Packet. Web surfers can visit the Koalaty Kid web site at <http://koalaty.asq.org> or do a web search on Koalaty Kid and find information about how some schools across the country are implementing Koalaty Kid.)

Northeast Tennessee, Section 1106 background in Koalaty Kid

Many people see the use of quality management in education as a way to make a significant improvement in the quality of the education system. There are many tools, techniques, and processes in the quality field that school systems and students can utilize. The local board of Section 1106 in Northeast Tennessee had an interest in implementing quality in education in their region. At the outset, they were not sure how to tackle this daunting task. Some area ASQ members were already dabbling with quality in education and had assisted some schools with training their staff members, but felt that they needed a more systematic, disciplined approach to problem solving. A team was established to look into the community and beyond to find out what was happening in the way of implementing quality in education. They uncovered many pockets of excellence but nothing widespread until they came across the Koalaty Kid approach. Koalaty Kid provides a process and total implementation approach needed to get quality into the school systems. The methodology ASQ recommends for implementing Koalaty Kid is efficient and cost effective. As of January 1997 there were 40 schools across the United States trained in the Koalaty Kid processes.

The team found it puzzling that in many geographic areas there was only one local school involved in Koalaty Kid: They asked themselves: "If Koalaty Kid can be so successful, why hasn't it been deployed throughout the school district and even into adjoining districts?" In trying to understand this, they found that many Koalaty Kid implementations were driven by that individual school. These schools understood Koalaty Kid and often worked independently to get support from business sponsors and the local section of ASQ. They also noticed that in these cases there appeared to be very little support from the school district and/or the local ASQ section.

**Our Vision
(Mission
Statement)**

All schools within the geographic region of our section will decide they want to become Koalaty Kid schools. Quality will be the umbrella that **all** school improvement efforts work under. The school board and district offices will use quality processes in their administration of the education system. Children will go through thirteen years of using quality tools, techniques and processes to learn and solve problems as they prepare to enter the workforce or a higher education institution. Higher education institutions will be using total quality management to manage their business and will include quality tools, techniques and processes as part of their standard curriculum.

Impact to date

The Koalaty Kid pilot started with eight schools in three different school districts. These schools consist of both elementary and middle schools (Kindergarten-8th grade). Plans for 1999 include adding more schools in those districts plus at least one additional school district. The school staff involved are very excited and making significant progress on their implementation.

To fully implement the Koalaty Kid approach in most schools is a three-year process. The eight schools already involved are just finishing their first year of Koalaty Kid. The implementation of Koalaty Kid has enjoyed a great deal of local press coverage including TV, newspaper and radio. The Koalaty Kid teams are proud of their accomplishments.

Three ASQ members are directly involved with a local Regional Education Alliance. Eight local members are involved with Koalaty Kid teams.

One area middle school became a level 2 Tennessee Quality Award winner in 1997. This great recognition was achieved because of previous work in implementing quality in education supplemented by their implementation of the Koalaty Kid process for improvement.

In addition to Koalaty Kid, the local section of ASQ supports the Ford Academy of Manufacturing Sciences (FAMS) quality curriculum in one area high school. FAMS is a good supplement to have with our Koalaty Kid efforts. It is anticipated that this effort will grow in our region later in 1998.

**Your
Assignment**

Koalaty Kid is adding more than 20 schools nationally this summer. This brings the total number of trained schools to 90+ worldwide. As the news spreads of its success Koalaty Kid will continue to grow. Your section's assignment, should you choose to accept it, is to help your area schools implement Koalaty Kid. Contained in the rest of this article are some guidelines that are provided to help you complete that assignment.

Guidelines

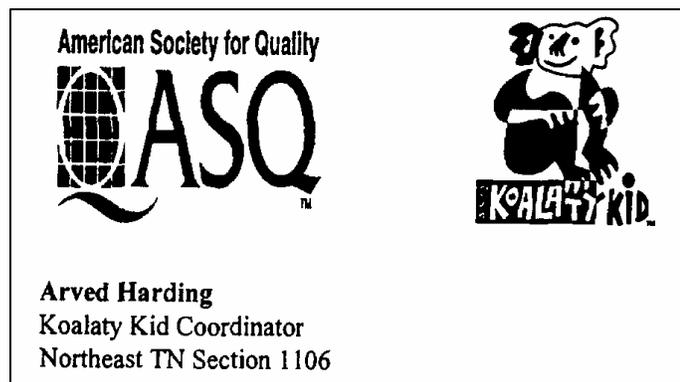
Plan

- ? Poll your local section to identify the members interested in helping with this effort. Bring these people together to begin developing a thorough understanding of Koalaty Kid. A passionate leader can be a key asset, and some would say a necessary element that every initiative should have. This group may form your steering committee or Koalaty Kid Board. You may also get non-ASQ people involved - such as educators, parent-teacher organization members, and business leaders.
 - ? Develop and implement a strategy for how to increase your knowledge of Koalaty Kid. Develop action plans and timelines with periodic monitoring points to enable the assessment of progress.
 - ? Seek out resources on Koalaty Kid.
 - ? Do a web search for Koalaty Kid material.
 - ? Join the ASQ Koalaty Kid Alliance!
 - ? Visit the Koalaty Kid Forum online and ask questions!
 - ? Get a copy of the many resources that Koalaty Kid National has available and become intimate with them.
 - ? Develop a standard packet of information to hand out to people. (I suggest the Koalaty Kid Information Kit along with material by your section such as a list of local Koalaty Kid contacts and a summary of your short-term and long-term objectives.)
 - ? Customize a presentation to take to the community. (Koalaty Kid National has available a video, overhead transparencies, 3.5 inch floppy disk containing a PowerPoint? presentation, and script for use by sections. Take this information and customize it to meet your needs.)
 - ? Develop expectations of ASQ representatives involved with Koalaty Kid Schools. See Attachment 1. The participation of local quality experts can be the difference between success and failure of Koalaty Kid implementation at a school.
 - ? Develop a list of benefits to convince local businesses to get involved with Koalaty Kid. You **must** communicate what is in it for them. See Attachment 2.
 - ? Develop a strategy for implementation of Koalaty Kid in the region. Develop action plans and timelines with periodic monitoring points to enable the assessment of progress.
 - ? Check what your state and accreditation board requires schools to do relative to quality. This may provide a vehicle to drive the implementation of Koalaty Kid and support through grant money. Investigate the school to work initiative in the United States and link in for grant money where appropriate. If educators are being asked to implement continuous improvement anyway, implementing Koalaty Kid can **create a Win-Win situation**. Not only do the schools and community win, but most important of all, the students are the ultimate winners.
 - ? Early in implementation get buy in from superintendents and director/supervisor of elementary, middle and high schools.
 - ? Check into the potential for the support/endorsement/cooperation from local teachers unions.
 - ? Involve local business alliances. Find the local education consortiums and secure their support. In most area school districts, colleges and universities have formed consortiums or coalitions. These are key groups for spreading the word. Make presentations to these groups.
-

Do

- ? Take the presentation and materials and **sell Koalaty Kid to the community!!!** Present to key players in your community such as your ASQ section board, ASQ members, superintendents, principals, teachers, parent-teacher organizations, businesses, and area professional organizations.
- ? Koalaty Kid implementation should have an inclusively oriented focus and be a community wide effort instead of just one business helping one school.
- ? Take a year or two and prime the area, which should result in the development of a pull system instead of a push environment. This is actually a critical step. If your community does not know and understand how Total Quality Management can benefit the school system, then my advice is to work at increasing the public's knowledge of this management philosophy.
- ? Help the schools get business support. ASQ National has employed Eileen Clark to aid Alliance members in getting local businesses to form Koalaty Kid partnerships with schools. She can help you develop presentations and approaches. Eileen can be reached at 916-729-2147 or at qconcept@cw.com.
- ? Get educational speakers, including authorized Koalaty Kid Trainers, Koalaty Kid National staff, and Koalaty Kid practitioners from around the country, for local ASQ activities. Often a special breakfast or dinner with key individuals from the school districts and businesses and a Koalaty Kid related talk will start the ball rolling. Make these invitations personal. A card invitation just won't cut it. A personal invitation followed up with a phone call is usually much more effective in getting busy people to attend these type functions.
- ? Send key area leaders such as ASQ people, businessmen, principals, parents, and superintendents to the annual Koalaty Kid conference. Especially this year, as it will be in Kingsport Tennessee! My hometown.
- ? Create the SPIRIT of Quality in the Community.
 - ? Utilize local press coverage.
 - ? Get the Koala Bear out into the public and recognized. Examples of this include using the Koalaty Kid logo on all published materials, making or purchasing a Koalaty Kid Mascot costume and have him visit schools, parades and area events, and getting key advocates of Koalaty Kid special business cards.
- ? Join the ASQ Koalaty Kid Alliance and encourage interested organizations to do the same. (Note that joining the Alliance is necessary before you can use the logo as described above.)

Note: The sample business card shown below was made at a cost of \$25 per 1000.



Study

- ? Check your plan to be sure it is followed. Many plans are good, it's the implementation of those plans that fail. If you developed a plan timeline, check on the progress periodically. Have your steering committee meet on a regularly scheduled basis to assess progress and revise plans.
 - ? As schools begin this initiative, consider adding feeder and supplier schools the next year. That is, if a middle school starts this year implementing Koalaty Kid, then make a concerted effort next year to involve the elementary and high schools directly linked to that elementary school.
-

Act

- ? Revise implementation plans as needed to keep the momentum moving toward the vision. Address this vision annually.
 - ? Ensure that your plans are detailed enough to monitor all of the identified critical steps in your process. These plans should be dynamic and grow as your knowledge and experience grows.
 - ? Take steps to keep the training as cost-effective as possible.
 - ? Consider training multiple schools at once. You could small teams from several schools for almost the same total cost as training one large team from a single school.
 - ? To help minimize travel costs, select a trainer from the approved Koalaty Kid trainer list who lives nearby. However, don't scrimp on the quality of the trainer and total value!
 - ? Long term, check to see if you can convince a local community college or university to support their own staff as authorized Koalaty Kid trainers. This may make the training more cost-effective as you look to implement in many more schools.
 - ? Each part of the implementation should have the Plan-Do-Study-Act cycle built into it, to help ensure success.
-

Sample Implementation Plans for Each School

Year 1 – A core team of teachers, the school principal, school district office representative, business sponsor representative, parent-teacher organization representative, and an ASQ person receive Koalaty Kid training and work as a team on a pilot project. Each of these teachers starts implementing the tools, techniques, and process into the classrooms.

Year 2 – At least one person per school completes the Koalaty Kid Train-the-Facilitator workshop. That individual along with the initially trained team become the steering team for the school and will help direct efforts to expand the Koalaty Kid initiative.

Year 3 – As the spirit and substance of quality become evident throughout the school, consider assessing yourself using the Self-Assessment Workbook: A Guide to Performance Excellence for Schools. Your local ASQ section may be able to provide trained quality examiners to assist you. The Koalaty Kid Alliance provides this workbook to all alliance members. It is based on the Malcolm Baldrige National Quality Award criteria. Self-assessment with this tool will help the schools identify gaps and will help prepare them to apply for a state or national quality award.

Farewell

Good luck in your assignment. Implementing Koalaty Kid is not as difficult a task as one might think, but it does take a concerted effort to yield a fruitful outcome. Keep in mind that the payback from this effort will last beyond a lifetime.

Imagine your children or grandchildren coming to you to show you their personal improvement plan for math and science along with control charts of their grades and a cause-effect diagram of what affects their grades in each subject.

Ah, to dream. Martin Luther King, Jr. had dreams, so can we. Together, ASQ and the Koalaty Kid approach can help fulfill these dreams. Many people believe that improving the quality of education is a worthwhile topic for discussion. We as quality professionals find ourselves uniquely qualified to help with that job. While we may know very little about improving education and should not pretend we know more than the experts (the teachers and administrators), we are knowledgeable about the use quality tools and techniques that help promote continuous improvement in almost any environment. Do not enter into Koalaty Kid implementation because of any hidden agendas. Get involved because it's the right thing to do. So let's do it!



See ya in Tennessee at the 1999 Koalaty Kid Conference April 11-13!
Tennessee sounds good to me.

Attachment 1

Below is an example of a customized list of ASQ representative roles and responsibilities. Please feel free to use these as a beginning for your list.

Koalaty Kid in Northeast TN and Southwest VA ASQ Representative Roles and Responsibilities

Issued 6/18/97

Background	<p>Koalaty Kid is implemented at the school level. Each school will have an initial improvement team that will consist of 6-8 people. The make up of the team will be school teachers and staff, principal or representative, superintendent's office representative, business sponsor representative and ASQ representative. There is an initial two days of training on Koalaty Kid tools and techniques. The team will then go forward working on various improvement projects. The team will decide how often they will meet. The meeting frequency may be anywhere from 2-4 weeks. As needed during the first year, four more days of training take place, one day at a time. This may be planned so that there is one or two months between each training day.</p>
Purpose	<p>The purpose of this document is to outline the responsibilities of the ASQ representative.</p>
ASQ Section Responsibilities	<p>Our section is a member of the Koalaty Kid Alliance. As a Koalaty Kid Alliance member there are responsibilities our section must uphold. These are on the attached Koalaty Kid Guidelines (Attachment 3). Schools, business sponsors and Alliance responsibilities are also on the attached Koalaty Kid Guidelines.</p>
ASQ Representative Roles and Responsibilities	<p>As an ASQ representative on this team you should:</p> <ul style="list-style-type: none">? Maintain the integrity outlined in the ASQ Code of Ethics.? Attend Koalaty Kid training sessions with your team.? Meet with the team at decided upon times. If you cannot attend consider asking a fellow ASQ member to attend in your place. Be a team member and facilitator, not a team leader.? As a team member you are their resource for quality tools and techniques. You may be called upon occasionally to facilitate them through the use of a particular tool or technique.? Realize that our entire section is supporting you on this effort, so let the section know of any needs you or the team has.? Relay information about the team's progress to our section's Koalaty Kid Coordinator.? Attend scheduled ASQ Koalaty Kid review sessions so that all Koalaty Kid efforts can learn from one another.
Documents available	<p>Documents available are:</p> <ul style="list-style-type: none">? Koalaty Kid brochures describing the effort.? Koalaty Kid Guidelines.? Outline of the initial six day course. <p>Contact Arved Harding to get a copy of these documents.</p>

Attachment 2

Below is an example of a customized list of benefits to area businesses in joining the Koalaty Kid Alliance. Much of this information was taken from Koalaty Kid national's list of alliance member benefits. Please feel free to use these as a beginning for your list.

Koalaty Kid in Northeast TN and Southwest VA Business Partner Benefits

What are the benefits?

- ? ***Training Opportunities.*** As a business partner with a local school your representative will receive free training in the implementation of total quality management tools and techniques. The first year they will receive 6 days of training and in the second year they will have the opportunity to take the five-day Train-the-Facilitator class.
- ? ***Make a significant impact on the education of local students and your company's future.*** As a business partner with a local school you will be contributing to the education of friends and family as well as future employees, customers and suppliers of your company.
- ? ***Communication. Publications—***You'll receive all Koalaty Kid publications at no charge. This includes the ***KoalaTymes*** newsletter, notebook of information, video, brochures, conference and meeting notices, and other information. Alliance members also receive a 10% discount on books, videos and other materials of interest published by ASQ. These resources are among the best quality resources in the world. ***Networking—***You'll have a chance to connect with others in the Alliance who share your interests. Through this network, you can exchange successes, concerns, problems and solutions. Updated lists of members are published twice a year—complete with contact names, phone numbers, addresses and e-mail addresses.
- ? ***Discounts on conference fees.*** Evaluations prove, year after year, that the annual ASQ Koalaty Kid Conference is a winner! With its practical information, sharing sessions, school visits, lively spirit and networking opportunities, the Conference gives attendees a satchel full of great information and ideas to take home. Representatives of member organizations enjoy all these benefits at reduced rates!
- ? ***A voice in the future of North American education.*** The Koalaty Kid approach began as a good idea in one school. It has improved dramatically and expanded to hundreds of other schools because dedicated people saw the potential, pitched in to make it better, and spread the word. It takes a combination of visionaries and practical folks to advance such movements. Through the Alliance, you can be part of it—improving the approach, influencing its expansion and sharing in the decision-making for this exciting organization.

ASQ Koalaty Kid logo and merchandise.

Only Alliance members will have the right to use the ASQ Koalaty Kid name and logo and have access to special Koalaty Kid tee shirts and other merchandise. Some business partners see it as good PRESS to show their involvement with improving quality in education by using the Koalaty Kid logo.

Attachment 3

Taken from the Koalaty Kid web page at <http://koalatykid.asq.org>.

ASQ Koalaty Kid Guidelines

The Koalaty Kid approach draws its strength from partnerships of individual schools, local sponsors, ASQ Sections, and parents. Each partner plays a critical role as a stakeholder in the school's success.

Implementing change requires that the organization have the willingness, develop the ability and create the environment that make the new approach possible. Together, the partners help to ensure these conditions for Koalaty Kid. Experience has taught us that Koalaty Kid is most successful when representatives of each partner organization champion the approach and fulfill certain responsibilities.

Thus, the ASQ Koalaty Kid Alliance asks that all members agree to the guidelines outlined below.

The School

- ? The principal, superintendent, Board of Education and all other stakeholders buy into the Koalaty Kid approach and agree to support the effort with appropriate human and financial resources, as well as with their own enthusiasm and leadership.
- ? The school establishes and maintains a partnership with a local sponsor and ASQ Section.
- ? School leaders commit to working actively to implement Koalaty Kid for at least three years, and maintain membership in the Alliance for the entire duration of the school's involvement.
- ? School leaders empower teachers to adjust or modify their curriculum and teaching methods to enable them to address the stated Koalaty Kid objectives.
- ? School personnel provide for on going parent involvement in their school's Koalaty Kid processes.
- ? School personnel demonstrate their willingness to learn and encourage the use of the Koalaty Kid approach—including the use of Total Quality principles, tools and techniques—in their school.
- ? Those with authority agree to provide semester- or year-end data and information when requested by the ASQ Koalaty Kid Alliance.

The Sponsor

- ? Top managers provide visible support for the Koalaty Kid approach in the school they sponsor. This support includes financial, human and other resources (e.g., trainers, facilities, materials, clerical support, conference fees and travel costs), as appropriate and possible. In addition, they serve as enthusiastic champions of the approach.
- ? The sponsoring organization designates employees or members to serve as active participants on the school Koalaty Kid team(s) and to share responsibility with the local ASQ Section representatives for championing and supporting the implementation of the approach.
- ? The sponsor regularly promotes Koalaty Kid by providing assistance in public recognition, publicity, and endorsement of the approach.

The ASQ Section

- ? The ASQ Section commits to sponsoring and actively supporting the Koalaty Kid school for at least three years. Depending on the Section's capability and the school's needs, this support might include such items as: financial resources, quality trainers, facilities, materials, clerical support, and support for travel and registration costs for school team members to attend the annual conference.
- ? The Section designates one or more members regularly to represent the Section on the school's Koalaty Kid team(s), and to work with the school's business or organizational sponsor to ensure the success of the approach.
- ? The Section publicly promotes and endorses the Koalaty Kid approach by providing recognition and assisting the school in publicizing its successes.
- ? The Section may be called upon to solicit or assist in soliciting sponsor support for the school.

The ASQ Koalaty Kid Alliance

- ? The Alliance is committed to providing information and materials, including the ***KoalaTymes*** newsletter, brochures, notebook of information, and video to members at no additional cost.
- ? The Alliance provides Koalaty Kid training opportunities, including Koalaty Kid team training, an annual conference, printed materials, and videos. These training opportunities are provided to Alliance members at discounted prices.
- ? The Alliance is committed to ongoing professional research on the Koalaty Kid approach. Data are collected and analyzed annually, and a summary of the results is disseminated to Alliance members.
- ? The Alliance publishes a list of member schools, sponsors and ASQ sections to encourage and support members' networking.