**Introduction to CQI Session Agenda**

**Wednesday, May 2, 2018**

**1:30 – 3:30pm, UGL Community Room**

**Session Desired Outcomes**

* Build general awareness of CQI to spark a culture of ongoing improvement within the FBO division
* Surface Cumulative Labor Distribution/Redistribution (CLDR) process experiences from all stakeholders and feature them in the context of defining a key concept of process improvement, SIPOC
* Highlight potential wastes in the current CLDR process for further exploration in later sessions (Quick Wins and BPR)
* Inspire and empower participants to adopt a continuous improvement mindset
* Enable individuals to make connections in their daily work, initiate improvement efforts and access CQI resources and learning opportunities

**Agenda**

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| **Topic** | **Lead** | **Time** |
| Welcome | Lisa Shrader, Shelley Clifton & Angela Strickland | 5 min |
| Introductions, Purpose | OE&CI | 5 min |
| Group Activity | All | 25 min |
| Building a Set of CQI Goals | All | 10 min |
| Reflections on our Collective Experiences with the CLDR Process | All | 15 min |
| What is a Process? SIPOC & the CLDR Process | All | 20 min |
| Adopting an Improvement Mindset: Identifying & Eliminating Waste | All | 20 Min |
| What is CQI? Definition, Common Methods | OE&CI | 10 min |
| CQI in FBO | OE&CI | 5 min |
| What’s Next, Additional Resources | OE&CI | 3 min |
| Wrap up, Thank you | OE&CI | 2 min |
| **Total** |  | **2 hours** |