

Revised September 9, 2019

LOUISIANA DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT

SECRETARY'S POLICY AND PROCEDURE MEMORANDUM NO. 7

SUBJECT: Quality and Continuous Improvement Program (QCIP)

EFFECTIVE DATE: January 1, 1994

INSTRUCTIONS: This memorandum supersedes all other memoranda and manuals.

1. PURPOSE

A. The Quality and Continuous Improvement Program (QCIP) establishes methods and supplies resources to help the Department meet current and future challenges. QCIP's ongoing mission is to lead and drive continuous process improvement throughout DOTD by utilizing the following guiding principles:

- Improving responsiveness to our customers and stakeholders
- Establishing a culture of accountability
- Providing for cost-effective and timely project delivery in an environmentally sensitive way
- Optimizing the use of DOTD's limited resources (people and funding) by focusing them on key products and services
- Providing for decentralized decision making that occurs as close to the customer as possible

B. These key principles establish the philosophical basis for DOTD's quality and continuous improvement effort. Supplementing these concepts with specific direction establishes a foundation upon which achievement of quality improvement objectives becomes a reality. The following guiding principles serve as a blueprint by which DOTD can achieve premier organizational status.

2. STRATEGIC PLANNING

A. Strategic planning is an integral and complementary part of the QCIP process, as it provides directional clarity and helps us achieve our departmental goals.

B. Attainment of the goals in the Department's strategic plan is directly dependent on our efforts to successfully implement QCIP principles throughout the Department.

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3. FORMAL QUALITY AND CONTINUOUS IMPROVEMENT

- A. Formal QCIP efforts consist of those necessary to identify areas for improvement, generate improvement plans, and help ensure the implementation of those plans based on the Department's current strategic needs. These efforts, guided by Executive-Level Team Leaders, will be the catalyst for positive organizational change within the Department.
- B. QCIP Team Leaders, supported by QCIP staff, will cultivate the development of QCIP Teams and Projects and foster progressive application of QCIP processes and principles.
- C. The QCIP Director will document and archive the section's efforts. This information will be used to provide future direction, reduce redundant effort, and track progress.

4. INFORMAL QUALITY AND CONTINUOUS IMPROVEMENT

Informal adoption of the QCIP process as an integral tool set for promoting progress within the Department has resulted in significant performance gains. Ongoing application of QCIP principles at all levels will help expedite this process of positive organizational change.

5. THE QUALITY MISSION

The quality mission is one that never ends. It is a continuous striving to individually and corporately improve our ability to meet our customers' needs. The above guiding principles are integral to successfully fulfilling this mission.



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Secretary