The Fantastic Four

MASA Fall Conference • September 29, 2020
Continuous Improvement

Best for Students • Best for Employees
Responsible to the Community

It is how we perform. Every day.
MAXIMIZE PERFORMANCE
Creating a Culture for Educational Excellence
Quint Studer, MSE
Janet Pilcher, Ph.D.
Quint Studer’s Nine Principles

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<th>Commitment to excellence</th>
<th>Measure the important things</th>
<th>Build a culture of service</th>
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<td>Create and develop leaders</td>
<td>Focus on employee engagement</td>
<td>Build individual accountability</td>
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<td>Align behaviors with values &amp; goals</td>
<td>Communicate at all levels</td>
<td>Show Gratitude</td>
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Evidence-Based Leadership Framework

Aligned Goals

Objective Measures  Leadership Development  Always Actions  Performance Management  Standardization  Acceleration

Aligned Behavior

Aligned Process
Leaders Matter
Leader Rounding
Key Words at Key Times
We/They

Public Enemy No. 1
Carry Your Own Messages
What right looks like...
What’s Next?
Continuous Improvement