



Operations Proficiency Model: A Path to Success for Educational Institutions

Jack Spain

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The Operations Proficiency Model (OPM) is a performance measurement model specifically developed as a framework and tool to facilitate the identification of continuous improvement initiatives for leaders responsible for maintaining and operating schools and higher education institutions. This model is targeted specifically for maintenance, facilities, energy, and IT organizations that support schools and higher education institutions and was designed as a pragmatic and comprehensive model to illustrate a "Path to Success" for operations organizations. The overarching goal of this model is to provide educational leaders with tools to effectively: • Align institutional, departmental, and individual goals • Communicate effectively with "objective" data and results • Deliver visibility and transparency for organizational results • Facilitate prioritization of resources and initiatives • Provide a catalyst for identifying continuous improvement initiatives This organizational process improvement Model includes five distinct [maturity] Levels indicating operational maturity, along with: • Four [functional] Disciplines • Five [leadership] Dimensions • Multiple Performance Characteristics • Multiple Key Performance Indicators [KPIs] We also developed the OPM STAR Implementation Success Methodology as a roadmap for successfully implementing the Operations Proficiency Model (OPM) in your district or campus. The methodology incorporates an interlinking process for strategy, accountability, and execution. The book also includes guidelines for benchmarking your performance indicators and marketing the services and results that your organization delivers to your institution. http://www.schooldude.com/opm



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