



Erie County
Technical
School

ISO Quality Manual

8500 Oliver Road
Erie, Pennsylvania 16509

“Excellence in Career & Technical Studies”

Erie County Technical School Quality Management System

Master List of Policies and Procedures

Policy/Procedure No.	Title	Current Version Date
Policy 4.0	General Management System	July 28, 2010
Policy 5.0	Management Responsibility	April 5, 2004
Policy 6.0	Resource Management	July 28, 2010
Policy 7.1	Planning of Product Realization	April 5, 2004
Policy 7.2	Customer Related Processes	March 19, 2003
Policy 7.3	Design and Development	August 25, 2002
Policy 7.4	Purchasing	October 5, 2005
Policy 7.5	Production and Service Provision	April 5, 2004
Policy 7.6	Control of Measuring & Monitoring Devices	April 5, 2004
Policy 8.1	Measurement, Analysis and Improvement	March 20, 2003
Policy 8.2	Monitoring and Measuring	April 5, 2004
Policy 8.3	Control of Non-conforming Product	April 5, 2004
Policy 8.4	Analysis of Data	September 15, 2009
Policy 8.5	Improvement	April 5, 2004
Procedure 4.2.1	Document and Data Control	April 5, 2004
Procedure 4.2.2	Control of Quality Records	April 5, 2004
Procedure 6.2.2	Competency, Awareness and Training	March 20, 2003
Procedure 6.3.1	Infrastructure and Work Environment	April 5, 2004
Procedure 7.1.1	Quality Planning	April 5, 2004
Procedure 7.2.1	Determining Product Requirements	February 7, 2002
Procedure 7.2.2	Review of Product Requirements	February 7, 2002
Procedure 7.2.3	Customer Communication	February 7, 2002
Procedure 7.3.1	Design	April 5, 2004
Procedure 7.4.1	Selection and Evaluation of Suppliers	March 20, 2003
Procedure 7.5.1	Control of Service Provision	February 7, 2002
Procedure 7.5.3	Identification and Traceability	September 15, 2009
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Procedure 7.5.5	Preservation of Product	May 25, 2002
Procedure 7.6.1	Control of Inspection, Measuring & Test Equipment	April 5, 2004
Procedure 8.2.1	Measurement of Customer Satisfaction	April 5, 2004
Procedure 8.2.2	Internal Quality Audits	April 5, 2004
Procedure 8.3.1	Control of Nonconforming Material or Service	April 5, 2004
Procedure 8.5.1	Corrective Action	April 5, 2004
Procedure 8.5.2	Preventive Action	April 5, 2004
Procedure 8.5.3	Continual Improvement Action	April 5, 2004

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3 INTRODUCTION

3.1 Scope of the Quality Policy Manual

- 3.1.1 The Erie County Technical School has established specific policies which address the system to ensure the quality of our products and services in accordance with the International Quality Standard, ISO 9001:2008.
- 3.1.2 This Quality Policy Manual defines and documents the policies, which, in combination with all other systems and processes in place, support our commitment to customer satisfaction, and our Quality Policy Statement.
- 3.1.3 The Erie County Technical School is a design responsible organization.

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The are two exclusions: There are no delivery or post-delivery activities (7.5.1.f) and validation of processes for services provision (7.5.2)

3.2 Distribution

3.2.1 Initial Controlled Copy Distribution List for Erie County Technical School Quality Policy and Procedure Manual

<u>Number</u>	<u>Title</u>
1	Management Representative

3.2.2 Distribution and control of the Quality Policy Manual is as follows:

3.2.2.1 The Management Representative controls the master Quality Policy Manual. In addition, this individual coordinates and maintains appropriate distributions as well as revisions.

3.2.2.2 While any employee can suggest improvements to the Quality Policy Manual, approval of the Director must be obtained. Once approved, the Management Representative distributes appropriate revisions for copies in circulation. The manual custodian destroys obsolete copies. One (1) revision level is maintained for record retention.

3.2.2.3 All revisions are noted by the revision date of each policy and are recognized as being effective once approved and dated as shown at the top of the page.

3.2.2.4 The Management Representative is expected to safeguard these documents and store them in such a manner that they may be retrieved at any time.

3.2.2.5 The Management Representative maintains all spare copies of the Quality Policy and Procedure Manuals. Any printed copies are uncontrolled copies.

3.2.2.6 The Management Representative is responsible for maintaining a current distribution list of all copies of the Quality Policy and Procedure Manuals.

3.2.2.7 Individuals not identified on the approved distribution list, e.g., a customer can acquire access to the online version of the manual.

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3.3 Mission Statement

The Erie County Technical School delivers career success to Northwest Pennsylvania through:

- Employ-Ability
- Career Planning
- Technical Education
- Supporting Academics

3.4 Quality Policy

The Erie County Technical School is committed to providing career and technical education that exceeds the expectations of our customers while continually measuring our progress and improving our programs and services.

3.5 Quality Objectives

- I. Provide well-designed products and services in a manner that exceeds the requirements of our customers.
- II. Appraise the satisfaction and needs of our customers.
- III. Improve our performance by using data and analysis and applying processes as we conduct our work.
- IV. Cultivate a corporate way of life that encourages employee participation in continuous quality improvement and problem prevention.
- V. Assess our quality system to ensure its continuing compliance with the highest quality standards.

3.6 Approval Signature

All Erie County Technical School Quality Management policies are reviewed by the Director for compliance with the vision of the organization. When the Director approves the policies, the Director then signs and returns them to the Management Representative for proper distribution.

3.7 Organizational Chart

See related Level III documents for our organizational chart.

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3.8 Organization Profile

The Erie County Board of Education created the Erie County Technical School (ECTS) in 1966. Two years later, the school opened its doors to its first students. Over the next 40 years, the technical school has evolved into the county's leading career and technical education center. While the mission of the school has remained virtually unchanged, the ways and means for that mission have changed with the times.

The ECTS serves as the technical education department for 11 of the 13 Erie County school districts. The school fulfills its primary mission through its 19 established vocational-technical programs, and serves nearly 800 secondary students annually. The school also offers a full complement of student or instructional support services that include personal and career guidance, learning support, transition and placement services, and student leadership organizations. For those students wishing to continue their education after high school, the school has articulation agreements with postsecondary institutions across the state and throughout the tri-state region.

The programs and services available through the ECTS reach beyond its primary mission. The school has served the technical training needs of adults in the county through its adult and continuing education operations. Today, the school's Regional Career and Technical Center (RCTC) provides over 150 classes in 13 technical areas. The RCTC annually trains over 800 students with its five seven-week sessions.

The ECTS also offers one of Pennsylvania's most unique alternative education programs. The Career Alternative Education Program (CAEP) is designed for middle school and high school youth and combines behavior modification with career exploration. Serving 6th through 12th graders, the program operates on a standard school calendar. The school is proud of its partnership with the Sarah A. Reed Children's Center, which provides the academic instruction and the behavior modification components of the CAEP. During its most recent year of operation, the CAEP provided this essential service to over 100 students. Many of them have completed the program and successfully transitioned back into the regular instructional environment at their home school districts.

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The Erie County Technical School faculty and staff take great pride in being one of Pennsylvania’s leading career and technical schools. We know it is important to “focus on and improve” the quality of our product and to be responsive to our customers. This quality management initiative is just another example of how the organization is seeking to provide “Excellence in Career and Technical Studies.”

3.9 Definitions

3.9.1 Product – Curricula and Instructional Support Services

3.9.2 Customer – Students, Parents, Employers and all other Stakeholders

3.10 Key Processes

See related Level III documents for a listing and depiction of our key processes.

3.11 Index of procedures

4.2.1 Document and Data Control

4.2.2 Control of Quality Records

6.2.1 Competency, Awareness and Training

6.3.1 Infrastructure and Work Environment

7.1.1 Quality Planning

7.2.1 Determining Product Requirements

7.2.2 Review of Product Requirements

7.2.3 Customer Communication

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7.4.1 Selection and Evaluation of Suppliers

7.5.1 Control of Service Provision

7.5.3 Identification and Traceability

7.5.4 Customer Property

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7.6.1 Control of Measuring and Monitoring Devices

8.2.1 Measurement of Customer Satisfaction

8.2.2 Internal Quality Audits

8.3.1 Control of Nonconforming Material or Service

8.5.1 Corrective Action

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8.5.3 Continual Improvement Action

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Signature:	Po40rev6

1 SCOPE

- 1.1 This policy defines the general requirements met by Erie County Technical School to develop and implement a Quality Management System in compliance with the international standard, ISO 9001:2008. Erie County Technical School is design responsible, designing its own curriculum and programs. However, there are two exclusions. First, the Erie County Technical School has no release, delivery or post-delivery activities (7.5.1.f). Second, the school does not validate processes where deficiencies become apparent only after the product is in use or has been delivered (7.5.2).

2 KEY COMPONENTS

2.1 General Requirements

- 2.1.1 Erie County Technical School has established, documented, implemented and maintains a quality management system and strives to continually improve its effectiveness in accordance with the requirements of ISO 9001:2008.
- 2.1.2 Erie County Technical School has:
- 2.1.2.1 Identified the necessary processes and their application throughout the organization
 - 2.1.2.2 Determined the sequence and interaction of these processes
 - 2.1.2.3 Determined the criteria and methods needed to ensure the operation and control of these processes are effective
 - 2.1.2.4 Ensured the availability of resources and information necessary to support these processes
- 2.1.3 Erie County Technical School does:
- 2.1.3.1 Monitor and analyze these processes
 - 2.1.3.2 Implement actions necessary to achieve planned results and continual improvement of these processes

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2.1.4 These processes include:

2.1.4.1 Management activities

2.1.4.2 Provision of resources

2.1.4.3 Product realization

2.1.4.4 Measurement

2.1.5 Any processes that are outsourced are identified and controlled by Erie County Technical School.

2.2 Documentation Requirements

2.2.1 Erie County Technical School has developed system documentation that includes:

2.2.1.1 Documented statements of a quality policy and quality objectives

2.2.1.2 This Quality Policy Manual defines the scope of the quality management system and describes the interaction between the processes of the quality management system

2.2.1.3 Documented procedures required by the standard that are referenced and included in this manual

2.2.1.4 Documents needed by the organization to ensure effective planning, operation, and control of processes

2.2.1.5 Quality records required by this international standard

2.3 Control of Documents

All documents required by the quality management system are controlled according to Procedure 4.2.1.

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2.4 Control of Quality Records

Quality records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Quality records are controlled according to Procedure 4.2.2.

3 RESPONSIBILITY

3.1 The Coordinator for Human and Quality Resources is responsible for the implementation and operation of the Quality Management System.

4 RELATED DOCUMENTATION

4.1 Procedure 4.2.1, Documentation and Data Control

4.2 Procedure 4.2.2, Control of Quality Records

4.3 Process Flow

4.4 Quality Policy and Objectives

5 RECORDS

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Policy Title: Management Responsibility	Revision Date: May 3, 2004
Policy Number: 5.0	Issue Date: July 1, 2001
Signature:	Po50Rev5

1 SCOPE

- 1.1 This policy applies to all the activities that top management (i.e., the Director) is responsible for, relative to the development, implementation and continual improvement of the quality management system.

2 KEY COMPONENTS

- 2.1 The Director provides evidence of his/her commitment by:
- 2.1.1 Communicating to the organization the importance of meeting customer (students, parents, sending schools, employers, community, etc.) as well as legal and regulatory requirements
 - 2.1.2 Establishing the quality policy
 - 2.1.3 Ensuring that quality objectives (organizational and operational) are established
 - 2.1.4 Conducting management reviews
 - 2.1.5 Ensuring availability of resources
- 2.2 The Director ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.
- 2.3 The Director ensures that the quality policy
- 2.3.1 Is appropriate to the purpose of the organization
 - 2.3.2 Includes a commitment to comply with requirements and continually improve the effectiveness of the quality system
 - 2.3.3 Provides a framework for establishing and reviewing quality objectives
 - 2.3.4 Is communicated and understood within the organization
 - 2.3.5 Is reviewed for continuing suitability

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- 2.4 The Director ensures that quality objectives, including those needed to meet requirements for product and service provision, are established at relevant functions and levels within the organization. Quality objectives are measurable and consistent with the quality policy.
- 2.5 The Director ensures that:
- 2.5.1 The planning of the quality management system is carried out in order to meet requirements of Policy 4.0, as well as the quality objectives
- 2.5.2 The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented
- 2.6 Responsibilities, authorities and their interaction are defined and communicated within the organization by the job descriptions and organization chart.
- 2.7 The Management Representative, appointed by the Director, has the responsibility and authority that includes:
- 2.7.1 Ensuring that processes needed for the quality management system are established, implemented and maintained
- 2.7.2 Reporting to the Director on performance of the quality management system and any need for improvement
- 2.7.3 Ensuring promotion of awareness of customer requirements throughout the organization.
- 2.8 Internal communication – Appropriate processes have been established within the organization so that communication takes place regarding the effectiveness of the quality management system. These processes and tools include this Quality Manual; Quality Procedures; Management Review, staff meetings and e-mails.
- 2.9 Management review of the effectiveness of the entire quality system takes place at least once a year, the results of which are recorded. This includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and the quality objectives.
- 2.9.1 Inputs to the Review include:
- 2.9.1.1 Results of audits

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- 2.9.1.2 Customer feedback
- 2.9.1.3 Process performance and service conformity
- 2.9.1.4 Status of corrective and preventive actions
- 2.9.1.5 Follow-up actions from previous management reviews
- 2.9.1.6 Planned changes that could affect the quality management system
- 2.9.1.7 Review of Quality Policy for continuing suitability
- 2.9.2 Review Output includes any decisions and actions in the form of an annual quality plan including:
 - 2.9.2.1 Improvement of the effectiveness of the quality management system and its processes
 - 2.9.2.2 Improvement of service related to customer requirements
 - 2.9.2.3 Resource needs

3 RESPONSIBILITY

- 3.1 The Director and Management Representative – Establish, initiate, oversee and maintain the implementation of the quality management system.

4 RELATED DOCUMENTATION

- 4.1 Job Descriptions
- 4.2 Organization Chart
- 4.3 Strategic Plan
- 4.4 Key Processes
- 4.5 Quality Objectives
- 4.6 Quality Policy
- 4.7 Audit Schedule
- 4.8 Forms Index

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- 4.9 CIS Log
- 4.10 OAC Minutes
- 4.11 Annual Budget

5 RECORDS

- 5.1 Records of Management Review
- 5.2 Quality Plans
- 5.3 Audit Records and Logs
- 5.4 CIS Records and Logs
- 5.5 List of Trained Auditors
- 5.6 Quality Objectives and the Results
- 5.7 YTD Monthly Expense Report
- 5.8 Customer Satisfaction Results

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1 SCOPE

- 1.1 The Erie County Technical School has determined and provides the resources needed to implement and maintain the quality management system and continually improve its effectiveness, and to enhance customer satisfaction by meeting customer requirements.

2 KEY COMPONENTS

2.1 Human Resources

- 2.1.1 Personnel performing work affecting the quality system (all personnel) are competent based on appropriate education, training, skills, and experience.
- 2.1.2 The Erie County Technical School:
- 2.1.2.1 Has determined the necessary competence for all personnel.
 - 2.1.2.2 Provides training or other actions to satisfy these needs.
 - 2.1.2.3 Evaluates effectiveness of actions taken.
 - 2.1.2.4 Ensures that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
 - 2.1.2.5 Maintains appropriate records of education, training, skills, and experience.

- 2.2 The Erie County Technical School has determined and provides the infrastructure needed. This includes:

- 2.2.1 Buildings, workspaces and associated utilities.
- 2.2.2 Process equipment that can include both hardware and software.
- 2.2.3 Supporting services that include fiscal services and communication.

- 2.3 The Erie County Technical School has determined and manages the environment needed to provide education that is in accord with the quality policy.

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3 RESPONSIBILITY

- 3.1 The Director and appropriate managers are responsible for overseeing the management of resources.

4 RELATED DOCUMENTATION

- 4.1 School Board Policy Section 300—Administrative Employees
- 4.2 School Board Policy Section 400—Professional Employees
- 4.3 School Board Policy Section 500—Classified Employees
- 4.4 School Board Policy Section 600—Finances
- 4.5 School Board Policy Section 700—Property
- 4.6 School Board Policy Section 800—Operations
- 4.7 Strategic Plan
- 4.8 Annual Priority Action Plans
- 4.9 Technology Plan
- 4.10 Professional Development and Induction Plans
- 4.11 Negotiated Contract—Professional Employees
- 4.12 Negotiated Contract—Classified Employees
- 4.13 Work Instruction 2800.7.1—Leave of Absence Request Form
- 4.14 Work Instruction 2600.1.1—Maintenance Repair Request Form
- 4.15 Work Instruction 2600.2.1—Technology Repair Request Form

5 RECORDS

- 5.1 Training Records
- 5.2 Administrative Performance Reviews
- 5.3 Staff Performance Reviews

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5.4 Staff Performance Reviews

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Policy Title: Planning of Product Realization	Revision Date: April 5, 2004
Policy Number: 7.1	Issue Date: July 1, 2001
Signature:	Po71rev2.doc

1 SCOPE

- 1.1 Planning and development of the processes needed for product realization are consistent with the requirements of the other processes of the quality management system.

2 KEY COMPONENTS

- 2.1 Quality planning for product realization at The Erie County Technical School determines the following:
- 2.1.1 Quality objectives and requirements for the training program.
 - 2.1.2 The need to establish processes, documents and provide resources specific to the training program.
 - 2.1.3 Required verification, validation, monitoring, inspection and test activities specific to the training program and the criteria for acceptance.
 - 2.1.4 Records needed to provide evidence that the processes and resulting activities fulfill requirements.
- 2.2 The output of this planning is in the form of a strategic or quality action plan.
- 2.3 Planning is done for a new program or change that represents a significant change in the status.

3 RESPONSIBILITY

- 3.1 The Director is responsible for overseeing the planning process.

4 RELATED DOCUMENTATION

- 4.1 Strategic Plan
- 4.2 Procedure 7.1.1—Quality Planning

5 RECORDS

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- 5.1 Joint Operating Committee meeting minutes
- 5.2 Professional Advisory Council meeting minutes
- 5.3 General Advisory Council meeting minutes
- 5.4 Occupational Advisory Councils meeting minutes

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Policy Title: Customer-Related Processes	Revision Date: March 19, 2003
Policy Number: 7.2	Issue Date: July 1, 2001
Signature:	

1 SCOPE

The customers of the Erie County Technical School are all its stakeholders, including students, parents, sending schools, employers, and the whole community.

2 KEY COMPONENTS

2.1 Determination of requirements includes:

2.1.1 Requirements specified by the customer, including requirements for delivery of a training program or support service.

2.1.2 Requirements not specified by the customer but required for the integrity of the training program or support service.

2.1.3 Statutory and regulatory requirements related to the service/training.

2.1.4 Any additional requirements determined by the school staff.

2.2 Review of requirements is conducted prior to the Erie County Technical School's commitment to supply the training program or support service and ensures that:

2.2.1 Requirements are defined.

2.2.2 Any differences regarding customer requirements are resolved.

2.2.3 The Erie County Technical School has the ability to meet the defined requirements.

2.2.4 Records of the review and actions arising from the review are maintained in the form of student applications both secondary and post-secondary, and contracted training proposals.

2.2.5 If the customer has provided no documented statement of requirements, the requirements are confirmed by the Erie County Technical School before acceptance.

2.2.6 If requirements are changed, the Erie County Technical School ensures that relevant documents are amended and relevant personnel are made aware of the changed requirements.

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2.3 The Erie County Technical School implements effective arrangements for communicating with customers in relation to:

2.3.1 Program and service information

2.3.2 Inquiries, contracts, or other information, including amendments

2.3.3 Customer feedback, including complaints.

3 RESPONSIBILITY

The Director, Principal and RCTC Manager are responsible for review of customer requirements.

4 RELATED DOCUMENTATION

4.1 Procedure 7.2.1—Determination of Product Requirements

4.2 Procedure 7.2.2—Review of Product Requirements

4.3 Procedure 7.2.3—Customer Communication

4.4 Work Instruction 1200.1.1—I.E.P. Development

5 RECORDS

5.1 Student Applications

5.2 Student Registrations

5.3 Individualized Education Plans (I.E.P.)

5.4 Training Contracts

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Policy Title: Design and Development	Revision Date: May 03, 2004
Policy Number: 7.3	Issue Date: July 1, 2001
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1 SCOPE

- 1.1 This policy describes the activities involved in the development of new program curricula and major curriculum changes at the Erie County Technical School.

2 KEY COMPONENTS

2.1 Design and Development Planning

During design and development planning the Erie County Technical School determines:

- 2.1.1 The design and development stages
- 2.1.2 The review, verification, and validation that are appropriate to each stage
- 2.1.3 Responsibilities and authorities for design and development

- 2.2 The Director manages the interfaces between groups involved in design and development to ensure effective communication and clear assignment of responsibility. The information used includes local labor market information, state measures and standards, and national skill standards. Planning output is updated as appropriate.

- 2.3 **Design and development inputs** may be provided by advisory committee members, business/industry partners, community members, national certification requirements, state licensing boards and others as appropriate. These may include:

- 2.3.1 Functional and performance requirements
- 2.3.2 Applicable statutory and regulatory requirements
- 2.3.3 Where applicable, information derived from previous similar programs
- 2.3.4 Other requirements essential for design and development

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These inputs are reviewed for adequacy to ensure that requirements are complete, unambiguous and not in conflict with each other. Records are maintained.

- 2.4 **Design and development outputs** are provided in a form that enables verification and are approved before release. Outputs are defined by the new program or major revision. It is the responsibility of the Director to ensure that the outputs are communicated to all involved personnel.

Design and development outputs:

- 2.4.1 Meet the input requirements for design and development
 - 2.4.2 Provide appropriate information for purchasing, production and service provision
 - 2.4.3 Contain or reference product acceptance criteria
 - 2.4.4 Specify the characteristics of the product that are essential for its proper use.
- 2.5 **Design and development review** is performed to evaluate the ability of the results of design and development to meet requirements and to identify any problems and propose necessary actions. Design and development review is the responsibility of the local advisory committee and school personnel referencing national organizations as appropriate. Records are maintained.
- 2.6 **Design and development verification** is the responsibility of the state department of education, state-licensing boards and national organizations as appropriate to the curriculum. Records are maintained.
- 2.7 **Design and development validation** is accomplished, in accordance with planned arrangements, local standards (job placement rates), the types of national certificates earned, the number of Pennsylvania Skills Certificates earned and the Pennsylvania accountability system requirements. Records are maintained.
- 2.8 Design and development changes occur at the recommendation of involved school personnel and/or local advisory committee input. It is the responsibility of the Director or designated school personnel to ensure that all changes to program

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curriculum are communicated to all involved school personnel. The review of design and development changes shall include evaluation of the effect of change on other programs and curriculum already presented. Records are maintained.

3 RESPONSIBILITY

3.1 The Director is responsible for ensuring control of design and development.

4 RELATED DOCUMENTATION

4.1 Procedure 7.3.1 Design

5 RECORDS

5.1 Design inputs

5.2 General Advisory Council Minutes

5.3 Professional Advisory Council Minutes

5.4 Occupational Advisory Committee Minutes

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1 SCOPE

- 1.1 The Erie County Technical School ensures that all purchased product conforms to specific purchase requirements.

2 KEY COMPONENTS

- 2.1 In ensuring the conformance of purchased product, the type and extent of control are dependent upon the effect of the product on the education process.
- 2.2 The Erie County Technical School staff evaluates and selects suppliers based on their ability to supply product in accordance with the school's requirements. Criteria for selection, evaluation, and re-evaluation are established and records of any necessary action are maintained.
- 2.3 The purchase originator, is responsible for ensuring that adequate information defining the requirements of the product to be purchased are communicated to the supplier.
- 2.4 Incoming verification and/or inspection are necessary to ensure that the product meets specified purchase requirements.
- 2.5 If the Erie County Technical School intends to perform verification at the supplier's premises, the intended arrangements and method of product release are stated in the purchasing information.

3 RESPONSIBILITY

- 3.1 The Business Manager is responsible for the purchasing process.

4 RELATED DOCUMENTATION

- 4.1 Approved Supplier List is located with in the Prosoft system-Purchase orders
- 4.2 Procedure 7.4.1—Selection and Evaluation of Suppliers
- 4.3 2500.4.1 Purchase order job instruction

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Policy Title: Purchasing	Revision Date: October 5, 2005
Policy Number: 7.4	Issue Date: July 1, 2001
Signature:	

4.4 2500.4.6 Purchasing card work instruction

5 RECORDS

5.1 Records of supplier evaluation

5.2 Closed purchase orders/paid invoices

5.3 Purchasing card paid receipts

Erie County Technical School	Page 1 of 2
Policy Title: Production and Service Provision	Revision Date: April 5, 2004
Policy Number: 7.5	Issue Date: July 1, 2001
Signature:	Po75Rev4.doc

1 SCOPE

- 1.1 In the provision of services, there are many requirements for controlled processes, including monitoring. The school claims two exclusions within this policy. Elements 2.1.6 and 2.2 are not applicable.

2 KEY COMPONENTS

2.1 Control of Service Provision

Controlled conditions include:

- 2.1.1 Availability of information that describes the curricula
- 2.1.2 Availability of work instructions where needed
- 2.1.3 Use of suitable equipment in all programs
- 2.1.4 Availability and use of monitoring and measuring devices
- 2.1.5 Implementation of monitoring and measuring procedures where needed. The school monitors and measures student progress as a means of product conformity.
- 2.1.6 The implementation of release, delivery and post-delivery activities is an exclusion.

2.2 Validation of Processes for Services Provision

The Erie County Technical School's processes can be monitored or measured. Therefore, this is an exclusion.

2.3 Identification and Traceability

- 2.3.1 The Erie County Technical School maintains identification and traceability of its product, its curriculum and programs, as well as of its students in relation to the curriculum and programs. These records are maintained throughout the process.
- 2.3.2 The status of the curriculum and programs, as measured by the students' progress, is continually available in current form.

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2.3.3 The Erie County Technical School acts in accordance with the legal requirements that require the maintenance of student records for 99 years.

2.4 Customer Property is identified, safeguarded, verified, and protected. If any such property is lost, damaged or found to be unsuitable for use, the customer will be informed and records will be maintained.

2.4.1 Customer property includes equipment purchased with grant funds which must be visibly identified and tracked and is subject to audit. Also, certain donations bring requirements from the donor for their disposal.

2.4.2 Customer property also includes information and records received from the sending schools, students and parents and is treated with confidentiality.

2.5 Preservation of Product

2.5.1 Our product, as such, is not processed, packaged, or delivered. However there is property related to the curricula, programs and services that must be identified, handled with care, stored properly, and protected.

2.5.2 The nature of the product does not include handling of constituent parts.

3 RESPONSIBILITY

3.1 The Director is responsible for ensuring the control of service provision. The Principal is responsible for customer property.

4 RELATED DOCUMENTATION

4.1 Work instructions

5 RECORDS

5.1 Records of lost or damaged customer property

Erie County Technical School	Page 1 of 2
Policy Title: Control of Measuring and Monitoring Devices	Revision Date: April 5, 2004
Policy Number: 7.6	Issue Date: July 1, 2001
Signature:	Po76Rev4.doc

1 SCOPE

- 1.1 This policy applies to the tests and devices used to monitor the curriculum by way of student progress and achievement. It also applies, as appropriate, to measuring and monitoring devices used for public health and safety purposes.

2 KEY COMPONENTS

- 2.1 The checklists or tests used to monitor students' progress in the curriculum are evaluated for continued suitability and effectiveness when the curriculum is reviewed.
- 2.2 Where necessary and appropriate to the program, the measuring and monitoring equipment is controlled to ensure that measurements are consistent with the requirements. Where necessary to ensure valid results and for the proper education of the students, measuring equipment will:
- 2.2.1 Be calibrated or verified at specified intervals, or prior to use, against measurement standards. The basis for calibration or verification is recorded.
 - 2.2.2 Be adjusted or re-adjusted as necessary.
 - 2.2.3 Be identified to enable the calibration status to be determined.
 - 2.2.4 Be safeguarded from adjustments that would invalidate results.
 - 2.2.5 Be protected from damage and deterioration during handling, maintenance, and storage.
- 2.3 The requirement for assessing and recording the validity of previous results when equipment is found not to conform to requirement applies to instruments used to record students' progress.
- 2.4 Records of the result of calibration and verification are maintained.

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Policy Title: Control of Measuring and Monitoring Devices	Revision Date: April 5, 2004
Policy Number: 7.6	Issue Date: July 1, 2001
Signature:	Po76Rev4.doc

3 RESPONSIBILITY

3.1 The Facilities Manager is responsible for the control of measuring and monitoring devices. The Principal or a designee is responsible for the control of written or electronic measuring instruments.

4 RELATED DOCUMENTATION

4.1 Procedure 7.6.1—Calibration and Verification of Measuring and Monitoring Devices

4.2 Calibration Manual

5 RECORDS

5.1 Records of calibration and verification results.

Erie County Technical School	Page 1 of 2
Policy Title: Measurement, Analysis and Improvement	Revision Date: May 03, 2004
Policy Number: 8.1	Issue Date: July 1, 2001
Signature:	

1 SCOPE

- 1.1 This policy pertains to the processes used for measurement, analysis and improvement.

2 KEY COMPONENTS

- 2.1 The Erie County Technical School plans and implements the monitoring, measurement, analysis, and improvement processes needed:
- 2.1.1 To demonstrate the conformity of the product/service
 - 2.1.2 To ensure conformity of the quality management system
 - 2.1.3 To continually improve the effectiveness of the quality management system
- 2.2 This includes the determination of applicable methods, including statistical techniques and the extent of their use.

3 RESPONSIBILITY

- 3.1 The Director, in cooperation with the Management Representative, is responsible for overseeing the processes involved in measurement, analysis, and improvement of the quality management system.

4 RELATED DOCUMENTATION

- 4.1 Policy 8.2 Monitoring and Measuring
- 4.2 Procedure 8.2.2 Internal Audits
- 4.3 Policy 8.3 Control of Nonconforming Product
- 4.4 Procedure 8.3.1 Control of Nonconforming Product
- 4.5 Policy 8.4 Analysis of Data
- 4.6 Policy 8.5 Improvement
- 4.7 Quality Objectives

Erie County Technical School	Page 2 of 2
Policy Title: Measurement, Analysis and Improvement	Revision Date: May 03, 2004
Policy Number: 8.1	Issue Date: July 1, 2001
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5 RECORDS

5.1 Audit Reports

5.2 Corrective, Preventive and Continual Improvement Actions

Erie County Technical School	Page 1 of 2
Policy Title: Monitoring and Measuring	Revision Date: April 5, 2004
Policy Number: 8.2	Issue Date: July 1, 2001
Signature:	Po82Rev3

1 SCOPE

- 1.1 This policy pertains to the methods used by the Erie County Technical School to monitor and measure the performance of the quality management system.

2 KEY COMPONENTS

2.1 Customer Satisfaction

- 2.1.1 The Erie County Technical School monitors the information relating to customer perception as to whether the school is meeting requirements. Customers are students, parents, employers and all other stakeholders. There are defined methods for obtaining and using this information.

2.2 Internal Audits are conducted at planned intervals to determine whether the quality management system conforms to the requirements of the International Standard and to the quality management system established by the Erie County Technical School and whether it is effectively implemented and maintained.

- 2.2.1 The audit schedule is based on the status and importance of the processes and areas to be audited, as well as the results of previous audits.
- 2.2.2 Audit criteria, scope, frequency and methods are defined in Procedure 8.2.2.
- 2.2.3 Auditors audit areas for which they have no responsibility to ensure objectivity and impartiality.
- 2.2.4 The manager responsible for the area being audited is responsible for ensuring that corrective actions are taken without undue delay.
- 2.2.5 Follow-up activities include the verification of actions taken and the reporting of verification results to management at the management review meetings.

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Policy Title: Monitoring and Measuring	Revision Date: April 5, 2004
Policy Number: 8.2	Issue Date: July 1, 2001
Signature:	Po82Rev3

2.3 Suitable methods are used to monitor and, where applicable, measure the quality management processes. When planned results are not achieved, corrective actions are taken, as appropriate.

2.4 The Erie County Technical School maintains formal and informal systems of monitoring and measuring characteristics of all educational materials and services to ensure they meet the requirements of the customers (students, parents, stakeholders, employers, etc.).

2.4.1 Records are maintained in the form of purchasing verifications, student transcripts and progress reports. The Director, Principal and Instructor sign the certificate to indicate compliance with the curriculum.

3 RESPONSIBILITY

3.1 The Business Manager is responsible for monitoring purchased product used in the implementation of the curriculum/program.

3.2 The Principal and Regional Career & Technical Center Manager are responsible for monitoring the progress of the students and thereby monitoring the performance of the curriculum/program.

4 RELATED DOCUMENTATION

4.1 Procedure 8.2.2—Internal Audits

5 RECORDS

5.1 Purchasing records

5.2 Student records

5.3 Internal Audit results

Erie County Technical School	Page 1 of 2
Policy Title: Control of Nonconforming Product	Revision Date: April 5, 2004
Policy Number: 8.3	Issue Date: July 1, 2001
Signature:	Po83rev3.doc

1 SCOPE

- 1.1 The Erie County Technical School maintains an effective system for controlling any curriculum products, services or curriculum-related products or services that do not conform to stated requirements.

2 KEY COMPONENTS

- 2.1 The Erie County Technical School defines nonconforming product as educational training materials or services which do not meet the stated requirements of the curriculum that are based upon industry standards or the craft advisory committees' recommendations.
- 2.2 Controls and related responsibilities and authorities are defined in Procedure 8.3.1—Control of Nonconforming Material or Service.
- 2.3 The Joint Operating Committee, General Advisory Council, Craft Advisory Committees and the Director review nonconforming programs.
- 2.4 Nonconforming curriculum or programs in their entirety are reviewed to see if they should be:
- 2.4.1 Reworked to meet specific training requirements of the job market
 - 2.4.2 Accepted with or without re-vamping by concession
 - 2.4.3 Reworked for alternative application
 - 2.4.4 Rejected and deleted from the program of study at the Erie County Technical School
- 2.5 Records of nonconformities, actions taken, including concessions obtained, are retained.
- 2.6 When nonconforming curricula are corrected it is re-verified to demonstrate conformance to requirements. The Director, Joint Operating Committee, General Advisory Council and Craft Advisory Committee also review it.

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Policy Title: Control of Nonconforming Product	Revision Date: April 5, 2004
Policy Number: 8.3	Issue Date: July 1, 2001
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2.7 When the school detects nonconforming programs after they have started, action is taken appropriate to the effects, or potential effects, of the nonconformance.

2.8 When the school detects nonconforming program-related products or services, action is taken appropriate to the effects, or potential effects, of the nonconformance.

3 RESPONSIBILITY

3.1 The Director is responsible for monitoring the curriculum and overseeing any necessary corrective actions.

4 RELATED DOCUMENTATION

4.1 Policy 7.1—Planning of Product Realization

4.2 Policy 7.3—Design and Development

4.3 Procedure 7.1.1—Quality Planning

4.4 Procedure 7.3.1—Design

4.5 Procedure 8.3.1—Control of Nonconforming Material or Service

5 RECORDS

5.1 Records of non-conformances and actions taken

5.2 Craft Advisory Committee minutes

5.3 National Occupational Competency Testing Institute assessment reports

5.4 Career and Technical Education Information System performance reports

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Policy Title: Analysis of Data	Revision Date: May 3, 2004
Policy Number: 8.4	Issue Date: July 1, 2001
Signature:	

1 SCOPE

- 1.1 The Erie County Technical School implements meaningful and effective data analysis to verify process capability.

2 KEY COMPONENTS

- 2.1 The purpose of the collection and analysis of data is to demonstrate the suitability and effectiveness of the quality management system, to evaluate where continual improvement can be made. This includes data generated because of monitoring and measuring and from other relevant sources such as Operational Quality Objectives, NOCTI, PIMS, local follow-up reports and national program certification reports.
- 2.2 Analysis of data includes information relating to:
 - 2.2.1 Customer satisfaction
 - 2.2.2 Conformance to program requirements
 - 2.2.3 Characteristics and trends of processes and services including opportunities for preventive action
 - 2.2.4 Suppliers

3 RESPONSIBILITY

- 3.1 The Director is responsible for effective data analysis to verify process capability.

4 RELATED DOCUMENTATION

- 4.1 Procedure 7.2.1 Determining Product Requirements
- 4.2 Procedure 8.2.1 Measurement of Customer Satisfaction
- 4.3 Erie County Technical School Quality Policy
- 4.4 Erie County Technical School Quality Plan

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5 RECORDS

- 5.1 National Occupational Competency Testing Institute reports
- 5.2 PIMS
- 5.3 Program certification reports
- 5.4 Survey results

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Policy Title: Improvement	Revision Date: April 5, 2004
Policy Number: 8.5	Issue Date: July 1, 2001
Signature:	Po85Rev3.doc

1 SCOPE

- 1.1 The Erie County Technical School strives to continually improve the effectiveness of its quality management system by using the quality policies, quality objectives, audit results, analysis of data, corrective, preventive and continual improvement actions and management review.

2 KEY COMPONENTS

2.1 Corrective Action

- 2.1.1 Whenever necessary, the Erie County Technical School takes action to eliminate the cause of non-conformances in order to prevent their occurrence. Corrective actions are appropriate to the effects of the non-conformances encountered.
- 2.1.2 A documented procedure, 8.5.1 defines the requirements for:
- 2.1.2.1 Reviewing nonconformities (including customer complaints)
 - 2.1.2.2 Determining the causes of nonconformities
 - 2.1.2.3 Evaluating the need for action to ensure that nonconformities do not recur
 - 2.1.2.4 Determining and implementing action needed
 - 2.1.2.5 Records of the results of actions taken
 - 2.1.2.6 Reviewing corrective action plan

2.2 Preventive Action

- 2.2.1 As appropriate, the Erie County Technical School takes action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive action is appropriate to the effects of the potential problems.
- 2.2.2 A documented procedure, 8.5.2 defines the requirements for

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Policy Title: Improvement	Revision Date: April 5, 2004
Policy Number: 8.5	Issue Date: July 1, 2001
Signature:	Po85Rev3.doc

- 2.2.2.1 Determining potential nonconformities and their causes
- 2.2.2.2 Evaluating the need for action to prevent occurrence of nonconformities
- 2.2.2.3 Determining and implementing action needed
- 2.2.2.4 Records of results of action taken
- 2.2.2.5 Reviewing preventive action taken

2.3 Continual Improvement Action

- 2.3.1. As appropriate, the Erie County Technical School takes action to improve the overall performance of its processes and quality management system.
- 2.3.2. A documented procedure, 8.5.3 defines the requirements for
 - 2.3.2.1 Determining potential improvements
 - 2.3.2.2 Evaluating the need for action to improve performance
 - 2.3.2.3 Determining and implementing action needed
 - 2.3.2.4 Records of results of action taken
 - 2.3.2.5 Reviewing preventive action taken

3 RESPONSIBILITY

- 3.1 Director and Management Representative

4 RELATED DOCUMENTATION

- 4.1 Quality Procedure 8.5.1—Corrective Action
- 4.2 Quality Procedure 8.5.2—Preventive Action
- 4.3 Quality Procedure 8.5.3—Continual Improvement Action

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Policy Number: 8.5	Issue Date: July 1, 2001
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5 RECORDS

- 5.1 Completed Corrective Actions
- 5.2 Completed Preventive Actions
- 5.3 Completed Continual Improvement Actions
- 5.4 Management Review minutes

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Procedure Title: Document and Data Control	Revision Date: June 2, 2004
Procedure Number: 4.2.1	Issue Date: July 1, 2001
Signature:	Pr421Rev5.doc

1 PURPOSE/SCOPE

1.1 The purpose of this procedure is to describe how the Erie County Technical School maintains control of documents, forms and data as required.

2 RESPONSIBILITY/PROCEDURE

2.1 Issuance of new forms or documents.

2.1.1 Any employee wishing to introduce a new form or document or a change to a document must submit the document preferably electronically to the Management Representative (see Work Instruction 2300.2.1).

2.1.2 Based on a review and recommendation of the Management Representative, with input from Administrative Staff the Director approves all new or revised Level I and Level II documents. The Management Representative approves new or revised Level III documents.

2.1.3 A draft copy of the new or revised Level I or II document is generated by the Management Representative, then forwarded to the Director for approval. The Management Representative ensures the new or revised documents are available to all affected personnel. Changes to documents, which are maintained electronically, are controlled by a revision date. A description of the change is also recorded in a revision log.

2.1.4 The Management Representative reviews related documentation to determine if other affected documents need to be changed.

2.1.5 The approved draft copy of a form or document is submitted to the appropriate personnel to be created and maintained electronically.

2.1.6 The appropriate personnel generate the new form electronically in a standard format and assign it a form number.

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2.1.7 The Management Representative or designee registers the form in the forms master list to designate approval of all forms covered by the quality manual.

2.1.8 All employees who fill out forms are responsible for using the latest version. Forms will be stored electronically and updated by the appropriate personnel.

2.2 All changes, additions and revisions are handled as described above.

2.3 All Level I, II, and III documents are available at point-of-use via electronic means. Any copies of Level I and II documents that are printed are considered uncontrolled. Any level III documents printed must conform to the form located in the index.

2.4 Standards or Reference Documents

Authorized personnel are responsible for reviewing changes to standards or reference documents and taking appropriate action notifying appropriate staff members.

2.5 Data Stored Electronically

Administrative and finance data is accessed by individuals based on their level of authorization. The maintenance and control of the data stored is the responsibility of the individual identified in related work instructions.

2.6 Document Review

All documents related to the quality system are reviewed at least annually – more frequently if there have been changes to the system. They are revised as needed and re-approved by the same authority that authorized the original.

3 RELATED DOCUMENTATION

3.1 Quality Policy 4.0

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- 3.2 Work Instruction 2300.2.1—Form Creation and Change
- 3.3 Master List of Policies and Procedures
- 3.4 Master List of Reference Documents
- 3.5 Forms Index
- 3.6 Work Instructions Index
- 3.7 Revision Log

4 RECORDS

- 4.1 One level of obsolete documents for Level I, II and III.
- 4.2 Filed notices

Erie County Technical School	Page 1 of 2
Procedure Title: Control of Quality Records	Revision Date: April 5, 2004
Procedure Number: 4.2.2	Issue Date: July 1, 2001
Signature:	Pr422Rev2.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to describe how the Erie County Technical School maintains control and determines the retention and disposal schedule of all quality records.

2 RESPONSIBILITY/PROCEDURE

- 2.1 Documented procedures are outlined for identifying, collecting, indexing, accessing, filing, storing, maintaining and disposing of quality records.
- 2.2 The Business Manager and the Director are responsible for monitoring the overall control of the quality records system by developing and implementing a Record Retention Matrix that defines which records are to be maintained, the location, retention period, disposal method and responsible party.
- 2.3 The High School Principal and Regional Career & Technical Center Manager are responsible for their respective student files.
- 2.4 All administrators or their designees are responsible for complying with the specific requirements as defined on the Record Retention Matrix and ensuring that the following items are adhered to:
- 2.4.1 Records are stored in a suitable environment to prevent deterioration, damage or loss.
- 2.4.2 Records are legible, easily retrievable and available to customers (if required.)
- 2.4.3 No student information will be released to any unauthorized person without a signed information release form from the student.
- 2.5 Financial and staff records are maintained in the manner described above.
- 2.6 Student records are maintained at the individual departments, as required by Joint Operating Committee policies and the Pennsylvania Department of Education.

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2.7 All records will be disposed of once per year (July) as scheduled and in the manner indicated on the Record Retention Matrix.

3 RELATED DOCUMENTATION

3.1 Record Retention Matrix

3.2 JOC Policy 216—Student Records

3.3 JOC Policy 216.1—Supplemental Discipline Records

4 RECORDS

4.1 All quality related records required by the International Standard and contained in the Record Retention Matrix.

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Procedure Title: Competence, Awareness and Training	Revision Date: March 20, 2003
Procedure Number: 6.2.2	Issue Date: February 4, 2002
Signature:	

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define the process by which the Erie County Technical School determines the competence, awareness and training for its personnel.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Director and department managers are responsible for determining the competence, awareness and training needs for their respective personnel. These administrative personnel use periodic performance reviews of their respective staff members to determine all three noted areas.
- 2.2 Training requirements are derived from the performance reviews, input from staff members, and from mandates issued by other governmental agencies.
- 2.3 The effectiveness of the training is evaluated through written and verbal feedback from training participants and the evaluation of performance improvements by administrative staff.
- 2.4 Staff members are made aware of the relevance and important of their activities to the achievement of the quality objectives by their involvement in the development and maintenance of those processes that most influence them. As committee members, all personnel provide input into the design and maintenance of relevant processes. All staff members are also able to exercise their responsibility for the quality objectives through the campus' continual improvement plan.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 6.0 – Resource Management
- 3.2 Quality Policy 7.0 – Product Realization
- 3.3 Quality Policy 8.0 – Continual Improvement
- 3.4 JOC Policy 312 – Evaluation of Director

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- 3.5 JOC Policy 313 – Evaluation of Administrative Employees
- 3.6 JOC Policy 333 – Professional Growth Guidelines (Administrators)
- 3.7 JOC Policy 412 – Evaluation of Professional Employees
- 3.8 JOC Policy 413 – Evaluation of Temporary Professional Employees
- 3.9 JOC Policy 433 – Professional Growth Guidelines (Professional Employees)
- 3.10 JOC Policy 512 – Evaluation of Classified Employees
- 3.11 Erie County Technical School Induction Plan
- 3.12 Erie County Technical School Professional Development Plan

4 RECORDS

- 4.1 Act 48 Records
- 4.2 Training Records
- 4.3 Personnel Performance Evaluations

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Procedure Title: Infrastructure & Work Environment	Revision Date: April 5, 2004
Procedure Number: 6.3.1	Issue Date: February 4, 2002
Signature:	Pr631Rev1.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define the process by which the Erie County Technical School determines, provides and maintains the infrastructure and work environment necessary to achieve conformity to product requirements.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Director is responsible for oversight of the overall campus infrastructure and work environment.
- 2.2 The Facilities Manager works with all staff members in assessing infrastructure needs—including buildings, workspaces, associated utilities and process equipment.
- 2.3 The Information Systems and Technology Manager is responsible for the oversight of the campus technology infrastructure. This manager works with all staff members in assessing the technology infrastructure needs relevant to process equipment that involves technology hardware and computer software.
- 2.4 All administrators have responsibility for the oversight of the supporting services that other staff members receive from their respective departments (i.e. Business Manager, Food Service Manager, etc.).
- 2.5 All staff members can provide input into infrastructure needs by way of the Maintenance and Repair Request system. The Facilities or Information Systems and Technology Managers review requests and assign appropriate resources to address requests.
- 2.6 Instructors are responsible for determining the infrastructure and work environment needs in their particular programs. Instructors work closely with their Craft Advisory Committees in determining and assuring that their laboratories comply with industry standards for infrastructure and work environment.
- 2.7 Where infrastructure or work environment needs are identified, instructors and other professional staff members submit their requests through either the

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equipment requisition procedure or the aforementioned maintenance and repair request system.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 6.0 – Resource Management
- 3.2 JOC Policy 109 – Resource Materials
- 3.3 JOC Policy 110 – Instructional Supplies

4 RECORDS

- 4.1 Maintenance and Computer Repair Requests
- 4.2 Equipment Purchase Orders
- 4.3 Craft Advisory Committee Minutes

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Procedure Title: Quality Planning	Revision Date: April 5, 2004
Procedure Number: 7.1.1	Issue Date: July 1, 2001
Signature:	Pr711Rev3.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School performs quality planning of new or changed curricula/programs.

2 RESPONSIBILITY/PROCEDURE

- 2.1 Quality Planning is an ongoing process. The Erie County Technical School's quality processes do not have frequent major changes, but continuous small improvements. If necessary, administrators, staff and other stakeholders discuss these changes at Administrative Staff, General Advisory Council, Professional Advisory Council, and Joint Operating Committee meetings. Appropriate documents are updated as needed, they may include:

- Work Instructions
- Flowcharts
- Forms, checklists, etc.

- 2.2 Quality Planning includes processes appropriate for each functional area, each program or service, and for the school in its entirety. Formal direction and input for Quality Planning comes from the school's strategic plan, Joint Operating Committee, Administrative Staff Council, Professional Advisory Council, General Advisory Council, and Craft Advisory Committees. In addition, when appropriate, teachers and administrators use national standards to assist in the design of the curriculum so that the program is aligned with and endorsed by a nationally recognized organization. These inputs are used to address the following activities:

- 2.2.1 Preparation of quality plans for programs, services and curricula.
- 2.2.2 Identification and acquisition of any additional resources (equipment, supplies, instructional materials, instructor skills, etc.) to implement the curricula and meet or exceed program requirements.

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Procedure Title: Quality Planning	Revision Date: April 5, 2004
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- 2.2.3 Ensure the compatibility of the program design, plan and delivery with the expected outcome including supporting documentation.
- 2.2.4 Revise and update feedback techniques as necessary to monitor the success of curriculum.
- 2.2.5 Verify that the program or service meets desired outcomes at appropriate stages in the course of the school year.
- 2.2.6 Clarify standards of acceptability for all requirements written into the curriculum or program.
- 2.2.7 Identify and prepare quality records to document program or service development and implementation.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.1—Planning of Product Realization
- 3.2 Strategic Plan
- 3.3 JOC Policy 127—Assessment of Educational Programs

4 RECORDS

- 4.1 Meeting minutes for the following:
 - 4.1.1 Joint Operating Committee
 - 4.1.2 Professional Advisory Council
 - 4.1.3 General Advisory Council
 - 4.1.4 Craft Advisory Committees
- 4.2 National or Regional Certification Agency reports
- 4.3 National Occupational Competency Testing Institute assessment reports
- 4.4 Career & Technical Education Information System reports
- 4.5 Local Standards and Measures reports

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Procedure Title: Determining Product Requirements	Revision Date:
Procedure Number: 7.2.1	Issue Date: February 7, 2002
Signature:	

1 PURPOSE AND SCOPE

- 1.1 The purpose of this procedure is to define the process by which the Erie County Technical School determines requirements related to the curriculum for its customers. The process includes defining curriculum requirements—either specified or unspecified, requirements not stated but necessary for the intended use, statutory and regulated requirements, and requirements determined by the organization.

2 PROCEDURE AND RESPONSIBILITY

- 2.1 Generally, the school's curriculum requirements (or product features) are not specified by the customer, but are specified by the school and are necessary for the product's intended use. Curriculum requirements involve the following:
- 2.1.1 Content of the program
 - 2.1.2 Duration of the program
 - 2.1.2.1 High school programs last between 1 year and 3 years
 - 2.1.2.2 Regional Career and Technical Center (RCTC) programs are either part-time or fulltime
 - 2.1.3 Location of the program
 - 2.1.4 Costs associated with the program
 - 2.1.5 Anticipated outcomes resulting from participating in the program
 - 2.1.6 Prerequisite attributes, skills and attitudes the customer must possess to participate in the curriculum
- 2.2 Regulatory and legal requirements often play a role in determining curriculum requirements. These requirements usually take the form of state or federal mandates.
- 2.3 As appropriate, the school determines additional requirements for its curricula and conveys them to the students.

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Procedure Title: Determining Product Requirements	Revision Date:
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2.4 The Director, in consultation with the Principal and RCTC Manager, is responsible for determining product requirements.

3 RELATED DOCUMENTATION

- 3.1 Pennsylvania School Code
- 3.2 Quality Policy 7.2—Customer Related Processes
- 3.3 Board Policy 105.1—Curriculum Review by Parents and Students
- 3.4 Board Policy 106—Course Guides
- 3.5 Board Policy 201—Admission of Students
- 3.6 Board Policy 125—Adult Education
- 3.7 Work Instruction 2100.1.1—Secondary Student Registration
- 3.8 Work Instruction 2200.1.1—Postsecondary Student Registration

4 RECORDS

- 4.1 Curriculum Guides
- 4.2 Secondary Student Applications
- 4.3 Postsecondary Student Registrations

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Procedure Title: Review of Product Requirements	Revision Date:
Procedure Number: 7.2.2	Issue Date: February 7, 2002
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1 PURPOSE AND SCOPE

- 1.1 The purpose of this procedure is to define the process by which the Erie County Technical School reviews product requirements with its customers. The process includes defining product requirements, resolving expressed differences in product requirements and determining the school's ability to meet the defined requirements.

2 PROCEDURE

- 2.1 The school has determined that its product requirements involve the following:
- 2.1.1 Content of the program
 - 2.1.2 Duration of the program
 - 2.1.2.1 High school programs last between 1 year and 3 years
 - 2.1.2.2 Regional Career and Technical Center (RCTC) programs are either part-time or fulltime
 - 2.1.3 Location of the program
 - 2.1.4 Financial costs associated with the program
 - 2.1.5 Prerequisite attributes, skills and attitudes the customer must possess to participate in the curriculum
 - 2.1.6 Anticipated outcomes resulting from program participation
- 2.2 Resolving Expressed Differences in Curriculum Requirements
- 2.2.1 In the high school program, curriculum requirements can be modified by a student and parent when authorized school officials determine that a curriculum must be altered to accommodate a special need of a student. Under these circumstances, an Individualized Educational Plan (I.E.P.) is developed. Guidelines for the development of an I.E.P. are contained in Work Instruction 1200.1—I.E.P. Development.

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2.2.2 In the RCTC programs, because of the nature and scope of the programs, modifications of the curriculum requirements are generally not made. Any adaptations are determined and provided by the student with the school's consent.

2.3 The school reviews its ability to meet defined curriculum requirements. When the school is unable to meet those requirements, it conveys those circumstances to the customer.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.2—Customer Related Processes
- 3.2 Board Policy 105.1—Curriculum Review by Parents and Students
- 3.3 Board Policy 106—Course Guides
- 3.4 Board Policy 201—Admission of Students
- 3.5 Work Instruction 1200.1—I.E.P. Development
- 3.6 Work Instruction 2100.1.1—Secondary Student Registration
- 3.7 Work Instruction 2200.1.1—Postsecondary Student Registration

4 RECORDS

- 4.1 Secondary Student Applications
- 4.2 Postsecondary Student Registrations
- 4.3 Individualized Educational Plans

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Procedure Title: Customer Communication	Revision Date:
Procedure Number: 7.2.3	Issue Date: February 7, 2002
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1 PURPOSE

- 1.1 The purpose of this procedure is to define the process by which the Erie County Technical School implements effective communication with its customers. The communication includes product information, inquiries and customer feedback.

2 PROCEDURE

- 2.1 Product information is made available to the school's customers in a variety of ways. To assist in this effort, the school contracts for the professional services of a marketing and public relations consultant.
- 2.1.1 Information for both the high school and the Regional Career & Technical Center (RCTC) programs are conveyed through catalogs, brochures and Internet web pages.
- 2.1.2 The high school program also conveys information to students and their parents through campus visitations and open houses. These events allow students to receive program information directly from instructors and currently enrolled students.
- 2.1.3 Periodically, the school finds it necessary to communicate with its customers, typically currently enrolled students, through direct mail. Revised or important curriculum requirements, student progress reports and other special events are communicated in this manner.
- 2.2 Customer inquiries can take the form of face-to-face, telephone, facsimile, electronic mail or postal service mail. At both the high school and RCTC levels, competent clerical staff handles inquiries. If necessary, the clerical staff is authorized to refer inquiries to supervisory staff.
- 2.3 The school makes a concerted effort to solicit and respond to customer feedback, including customer complaints
- 2.3.1 In all programs, students are provided the opportunity to provide feedback on various features of the instructional program. Instructional and administrative staff reviews these "customer satisfaction" surveys.

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2.3.2 Feedback in forms other than the surveys are shared with pertinent staff members. All staff members are authorized to deal with customer complaints. Complaints requiring administrative review are recorded on the Corrective Action Form.

2.4 Faculty and support staff also has the ability to register complaints with the administrative staff by way of grievance and complaint procedures. These procedures are detailed in contracts negotiated between the Joint Operating Committee and the Erie County Technical School Federation of Teachers Professional, Classified and Skill Center Units, Local 1589.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.2—Customer Related Processes
- 3.2 Board Policy 105.1—Curriculum Review by Parents and Students
- 3.3 Board Policy 106—Course Guides
- 3.4 Board Policy 219—Student Complaint Process
- 3.5 Board Policy 326—Complaint Policy, Administrative Employees
- 3.6 Board Policy 426—Complaint Policy, Professional Employees
- 3.7 Board Policy 526—Complaint Policy, Classified Employees
- 3.8 Board Policy 901—Public Relations Objectives
- 3.9 Board Policy 902—Publications Program
- 3.10 Board Policy 906—Public Complaints
- 3.11 Board Policy 907—School Visitors
- 3.12 Board Policy 908—Relations With Parents
- 3.13 Board Policy 910—Community Relations
- 3.14 Catalogs and Brochures
- 3.15 ECTS and RCTC Web Page

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3.16 Negotiated Contract, ECTS Federation of Teachers, Local 1589, Professional Unit

3.17 Negotiated Contract, ECTS Federation of Teachers, Local 1589, Classified Unit

3.18 Negotiated Contract, ECTS Federation of Teachers, Local 1589, Skill Center Unit

4 RECORDS

4.1 Course Evaluation Form—Secondary (Form #2300.06.01)

4.2 Course Evaluation Form—Post-secondary (Form #2300.06.02)

4.3 Corrective Action Form (Form #2300.01.1)

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Procedure Title: Design	Revision Date: April 5, 2004
Procedure Number: 7.3.1	Issue Date: July 1, 2001
Signature:	Pr731Rev2.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to describe the activities involved in the design of new programs or curriculum and major curriculum changes at the Erie County Technical School.

2 RESPONSIBILITY/PROCEDURE

- 2.1 It is the responsibility of the Director to ensure that design control is implemented throughout the organization as needed.
- 2.1.1 The Erie County Technical School designs new program curriculum or makes major revisions to existing curriculum to meet the needs of students, the community, and business and industry.
- 2.2 Design and Development Planning
- 2.2.1 Design and development planning is completed by designated school personnel with input from community and business and industry partners, local labor market information, Joint Operating Committee, and advisory committees. The Director or designated school personnel are responsible.
- 2.3 Organizational and Technical Interfaces
- 2.3.1 The Erie County Technical School interfaces with appropriate groups and information such as:
- 2.3.1.1 General Advisory Council
 - 2.3.1.2 Workforce Investment Board
 - 2.3.1.3 Craft Advisory Committees
 - 2.3.1.4 Local school performance information
 - 2.3.1.5 Local labor market information
 - 2.3.1.6 State measures and standards and other educational institutions

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2.3.1.7 National skill standards

2.3.1.8 Professional and technical associations

2.3.1.9 Local, regional, state and national workforce and economic development agencies

2.3.2 It is the responsibility of the Director to ensure that the resources are defined and available. It is the responsibility of the Director to oversee the specific tasks to ensure they are completed in a timely manner.

2.4 Design Input

2.4.1 Design input may be received from advisory committee members, business and industry partners, Erie County Technical School instructional staff, community members, national certificate requirements, state licensing boards and others, as appropriate.

2.4.2 It is the responsibility of the Director or curriculum designee to communicate this information to school personnel involved in the curriculum design or revision process.

2.5 Design Output

2.5.1 Design output is defined by the development of a new program curriculum or major revision. It is the responsibility of the Director or appropriate school personnel to ensure that the output has been communicated to all involved school personnel.

2.6 Design Review

2.6.1 Design review is the responsibility of the school personnel and the local Craft Advisory Committee whom reference local skill needs and national skill standards, where appropriate.

2.7 Design Verification

2.7.1 Design verification is the responsibility of the State Department of Education, state licensure boards or national skill standard organizations, as appropriate to the curriculum.

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2.8 Design Validation

2.8.1 Design validation is accomplished through onsite local program review by the Pennsylvania Department of Education or a national or regional accrediting agency, local measures and standards (i.e. job placement rates), National Occupational Competency Testing Institute assessment results, the number of Pennsylvania Skills Certificates earned, and the Pennsylvania System of School Accountability requirements.

2.9 Design Change

2.9.1 Design change occurs at the recommendation of involved school personnel or local advisory committee input.

2.9.2 Major revisions to program curriculum requires the approval of the Joint Operating Committee when new staff and material or equipment costs are involved.

2.9.3 It is the responsibility of the Director or designated school personnel to ensure that all revisions to program curriculum are communicated to all involved school personnel.

2.10 Records of all design activities are maintained.

3 RELATED DOCUMENTATION

3.1 Quality Policy 7.3—Design and Development

3.2 JOC Policy 105—Curriculum Development

3.3 JOC Policy 106—Course Guides

4 RECORDS

4.1 Minutes of Craft Advisory Committee or General Advisory Council meetings

4.2 Local Measures and Standards

4.3 National Occupational Competency Testing Institute reports

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- 4.4 Pennsylvania System of School Accountability reports
- 4.5 National or Regional Accrediting Agency reports
- 4.6 Pennsylvania Department of Education, Bureau of Career & Technical Education
On-site reviews
- 4.7 Workforce Investment Board reports
- 4.8 Labor Market Information reports

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Procedure Title: Selection and Evaluation of Suppliers	Revision Date: May 3, 2004
Procedure Number: 7.4.1	Issue Date: July 1, 2001
Signature:	Pr741rev5.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School selects and evaluates suppliers.
- 1.2 Definitions:
- 1.2.1 Levels of Control—this references the authority of an individual to select and evaluate vendors with regard to purchasing requirements.
- 1.2.2 Products—as used in this procedure, products refers to all materials, supplies, equipment and services used to operate the school.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The staff member making the purchase sets purchasing requirements.
- 2.1.1 The campus determines “the extent of control” for the suppliers, sub-contractors, products or services being purchased by its value to and impact on the instructional process (see chart below).

Purchasing: Extent of Control			
Required actions		Impact on Instruction	
		High	Low
Value of Purchase	High	Board Approval Bid Process Administrative Approval OAC Recommendation	Board Approval Bid Process Administrative Approval
	Medium	Quotes Administrative Approval OAC Recommendation	Quotes Administrative Approval
	Low	Administrative Approval Requestor Decision	Administrative Approval Requestor Decision

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2.1.1.1 The highest level of control is given to products dealing with *instructional supplies, materials and equipment*.

2.1.1.2 Second level control is given to products dealing with instructional services and activities.

2.1.1.3 Third level control is given to products dealing with non-instructional supplies, materials and equipment.

2.1.1.4 Fourth level control is given to products dealing with non-instructional services and activities.

2.1.2 Staff members are empowered to select vendors that meet their specified product requirements and to consequently evaluate vendors based on purchasing experience. All staff members base their selection and evaluation of vendors on the following criteria:

- Product quality,
- Quantity ordered,
- Customer service,
- Prompt delivery, and
- Cost-to-value basis.

2.1.3 Vendors are rated on their ability to satisfy the staff member's requirements.

2.2 Staff members are responsible for determining and describing the product they intend to purchase. This information is conveyed to the vendor through the campus' requisition (purchase order) system. When appropriate, this information is conveyed to prospective vendors by way of a bid advertisement.

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- 2.3 If the purchase originator wants to verify the quality of materials at the vendor's premises, the originator notes it in the External Comments section of the purchase order (Form # 2500.06.02).
- 2.4 The campus maintains an approved vendor list, which is controlled by the business manager.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.4
- 3.2 JOC Policy 610 – Purchases Subject to Bid
- 3.3 JOC Policy 611 – Purchases Budgeted
- 3.4 JOC Policy 612 – Purchases Not Budgeted
- 3.5 JOC Policy 613 – Cooperative Purchasing
- 3.6 Work Instruction 2500.4.1—Purchase Order Procedure
- 3.7 Work Instruction 2500.4.2—Incoming Goods Receiving Procedure
- 3.8 Work Instruction 2500.4.3—Prosoft Data Entry Instructions
- 3.9 Purchase Order form (#2500.06.02)
- 3.10 Approved Vendor File
- 3.11 Work Instruction 2500.4.4—Return of Non-conforming Material and Supplies

4 RECORDS

- 4.1 Purchase Order Log
- 4.2 Originator's Receiving Copy of Purchase Order
- 4.3 Packing slips
- 4.4 Invoices
- 4.5 Cancelled checks

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Procedure Title: Control of Service Provision	Revision Date:
Procedure Number: 7.5.1	Issue Date: February 7, 2002
Signature:	

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School plans and controls the curriculum development and delivery processes.
- 1.2 Major activities within the scope of this procedure include curriculum design, development and delivery; instructional design, development and delivery; and process monitoring and measurement.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Director is responsible for controlling the availability of information that describes the characteristics of the programs, curricula and services. The program, curriculum and service characteristics include:
 - 2.1.1 Scope
 - 2.1.2 Content
 - 2.1.3 Duration
 - 2.1.4 Location
 - 2.1.5 Appropriate performance standards or criterion
 - 2.1.6 Supportive resources (materials, equipment, personnel, environment, etc.)
 - 2.1.7 Expected performance outcomes
 - 2.1.8 Compliance with local, state or national requirements or standards
- 2.2 The Director or other administrative staff members are responsible for developing and disseminating appropriate work instructions that clarify and support key processes and procedures.
- 2.3 The Director, in consultation with administrative, instructional and support staff members, is responsible for ensuring that suitable equipment, including hardware, software and peripherals, and other instructional resources are available for program and service development and delivery.

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- 2.4 The Director, in cooperation with the Principal, Business Manager and Facilities Manager, is responsible for the availability and use of monitoring and measuring devices.
- 2.4.1 The devices will be available for and used with the following processes:
- 2.4.1.1 Product realization, including design and delivery
 - 2.4.1.2 Student services, including guidance, recruitment, enrollment, attendance, retention and placement
 - 2.4.1.3 Fiscal services, including purchasing, property, planning and auditing
 - 2.4.1.4 Human resources and staff development
 - 2.4.1.5 Technology services
 - 2.4.1.6 Infrastructure services
 - 2.4.1.7 Quality management, including improvement, customer satisfaction, auditing and document and data control
- 2.4.2 The Director, Principal, Business Manager and Facilities Manager will oversee the establishment of scheduling, calibration and other control practices necessary for the use of the monitoring and measurement activities in their respective departments.
- 2.5 The implementation of monitoring and measurement activities can be performed at pre-process, in-process or post-process intervals. Processes and their respective standards are delineated in the school's *Quality Policy & Objectives* as Operational Objectives.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.5—Production and Service Provision
- 3.2 Quality Policy 7.3—Design and Development
- 3.3 Quality Policy 7.1—Planning and Product Realization

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- 3.4 Board Policy 102—Educational Goals
- 3.5 Board Policy 105—Curriculum Development
- 3.6 Board Policy 106—Course Guides
- 3.7 Board Policy 107—Adoption of Courses of Study
- 3.8 Board Policy 108—Adoption of Textbooks
- 3.9 Board Policy 111—Lesson Plans
- 3.10 Board Policy 115—Co-op Program
- 3.11 Board Policy 127—Assessment of Education Programs
- 3.12 Quality Policy and Objectives
- 3.13 ECTS ISO Key Processes
- 3.14 Work Instructions Index

4 RECORDS

- 4.1 Curriculum Guides
- 4.2 Asset Inventory
- 4.3 Technology Inventory
- 4.4 Calibration Records

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Procedure Title: Identification and Traceability	Revision Date: April 5, 2004
Procedure Number: 7.5.3	Issue Date: February 7, 2002
Signature:	PR753Rev1.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School identifies and traces its curricula and students.

2 RESPONSIBILITY AND PROCEDURE

2.1 High School Vocational Programs

- 2.1.1 The Student Services Coordinator for Guidance is responsible for the school's identification and traceability strategies which occur on two levels: vocational programs and students.
- 2.1.2 For external reporting purposes, the school's vocational programs are identified and traced through the assignment of a Classification of Instructional Programs (CIP) code and title. The CIP title may be different from the program title assigned by the school. The purpose of the CIP is to provide a taxonomic scheme that will support the accurate tracking, assessment and reporting of program activity. The CIP is the accepted government statistical standard on program classifications.
- 2.1.3 Students are identified and traced through the assignment of a student identification number, which is typically the student's social security number. When the social security number is unavailable, the school's student information management system automatically assigns a 9-digit number.
- 2.1.4 For identification and tracking purposes, the vocational program's CIP code is assigned to each student record.
- 2.1.5 The school also uses an internal traceability system. Each program is assigned a 7-digit code. The first three digits (letters) identify the course of study (i.e., ABR for Auto Body Repair); the second two digits (numbers) represent the academic year (i.e., 01 for the 2000-2001 academic year); and the last two digits (letters) identify the session the program occurs (i.e., AM for morning session). Therefore, a code of

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ABR01AM identifies the Auto Body Repair program during the 2000-2001 academic year occurring during the morning session. Each student is assigned an internal program code.

2.2 Adult Vocational Programs

- 2.2.1 The Regional Career & Technical Center (RCTC) Manager is responsible for the school's identification and traceability strategies that occur on two levels: vocational programs and students.
- 2.2.2 For external reporting purposes, the school's vocational programs are identified and traced through the assignment of a Classification of Instructional Programs (CIP) code and title. The CIP title may be different from the program title assigned by the school. The purpose of the CIP is to provide a taxonomic scheme that will support the accurate tracking, assessment and reporting of program activity. The CIP is the accepted government statistical standard on program classifications.
- 2.2.3 The instructor's social security number is also assigned to the vocational program record.
- 2.2.4 Students are identified and traced through the assignment of a student identification number, which is typically the student's social security number. When the social security number is unavailable, the school's student information management system automatically assigns a 9-digit number.
- 2.2.5 For identification and tracking purposes, the vocational program's CIP code is assigned to each student record.
- 2.2.6 The school also uses an internal traceability system. Each program is assigned a 6-digit code. The first digit identifies the term the course was offered (i.e., 1 for Term 1); the next four digits identify the course (i.e., 5001 identifies the Carpentry I course); and the sixth digit identifies the section of the course for multiple sections of the same course (i.e., 2 means the second of two sections). Therefore, a course code of 1.5001.2

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represents the Term I, Carpentry I, section 2 course. Each student is assigned an internal course code.

- 2.3 The Director, in conjunction with the Principal and the RCTC Manager, is responsible for identifying the status of the school’s curricula and students.
 - 2.3.1 The school’s curricula can be classified as Pre-Delivery, Deliverable or Undeliverable.
 - 2.3.1.1 Vocational programs in the product realization stage (an intent to enroll students in the future) would have a “pre-delivery status.”
 - 2.3.1.2 Programs that have been implemented (students are enrolled) would have a “deliverable status.”
 - 2.3.1.3 Programs that have been found to have non-conformances that warrant discontinuation of the program (students would be prohibited from enrolling) would have an “undeliverable status.”
 - 2.3.2 The school’s students would be assigned one of five classifications:
 - 2.3.2.1 Applied—Application submitted, admission pending
 - 2.3.2.2 Admitted—Admission granted, not participating
 - 2.3.2.3 Enrolled—Participating in program
 - 2.3.2.4 Leave—Enrolled but not participating
 - 2.3.2.5 Withdrawn—Participated in but officially withdrew from the program
 - 2.3.2.6 Completed—Participated in and completed the program
- 2.4 The Director, in consultation with administrative and instructional staff members, is responsible for ensuring the traceability of the school’s curricula and students.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.5—Production and Service Provision
- 3.2 Quality Policy 7.3—Design and Development

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- 3.3 Board Policy 105—Curriculum Development
- 3.4 Board Policy 106—Course Guides
- 3.5 Board Policy 201—Admission of Students
- 3.6 Board Policy 204—Attendance
- 3.7 Board Policy 208—Withdrawal From School
- 3.8 Board Policy 215—Promotion And Retention
- 3.9 Board Policy 216—Student Records
- 3.10 Board Policy 217—Graduation Requirements
- 3.11 Pennsylvania Department of Education, Bureau of Career and Technical Education, *Pennsylvania's Approved Instructional Titles for Secondary Vocational Education Programs, Description and Classification of Instruction Programs (CIP Codes)*
- 3.12 Pennsylvania Department of Education, Bureau of Career and Technical Education, Adult Affidavit Guide
- 3.13 Erie County Technical School Program Codes
- 3.14 Regional Career & Technical Center Course Catalog

4 RECORDS

- 4.1 Student Records
- 4.2 Instructor Personnel Records
- 4.3 Career and Technical Education Information System (PIMS) Records

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Procedure Title: Customer Property	Revision Date: February 12, 2003
Procedure Number: 7.5.4	Issue Date: February 7, 2002
Signature:	

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School exercises care with customer property.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Principal and instructional staff members are responsible for exercising care of customer property while it is under the control of the school or being used by the school.
- 2.1.1 Customer property, either student or public, will be identified through an appropriate marking system as customer property. Form # 2500.07.01—Customer Property Tag is suggested for project materials. The following categories describe the types of customer property for this clause:
- 2.1.1.1 Uniforms and other safety attire
- 2.1.1.2 Small power or hand tools
- 2.1.1.3 Personal instructional materials
- 2.1.1.4 Project materials (e.g. lumber, metal, paint, food products, beauty care products, electrical components)
- 2.1.2 Instructors, staff and students will exercise care in the handling of customer property.
- 2.1.3 Each vocational program is responsible for establishing a secure area to store, protect and safeguard customer property.
- 2.2 The school identifies, verifies, protects and safeguards customer property.
- 2.2.1 Personal Property
- 2.2.2 Student Records
- 2.2.3 Production Work Customer Property
- 2.2.4 Public Property

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2.3 Customer property that is lost, damaged or found to be otherwise unsuitable will be reported to the customer by the school. This information will be conveyed to the customer. As appropriate, this circumstance should be documented on the Work Order Request & Invoice (Form #3400.01.00) when appropriate. Records will be maintained for these occurrences.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.5—Production and Service Provision
- 3.2 Quality Policy 7.2—Customer Related Processes
- 3.3 Board Policy 118—Production and Service Work Performed by Students or School Personnel
- 3.4 Board Policy 216—Student Records
- 3.5 Board Policy 224—Care of School Property
- 3.6 Board Policy 702—Gifts, Grants, Donations
- 3.7 Board Policy 706—Property Records
- 3.8 Work Instruction 2500.6.2—Work Order Process
- 3.9 Faculty Handbook—Section 101, Donated Materials
- 3.10 Faculty Handbook—Section 112, Work Order-Production Work
- 3.11 Faculty Handbook—Section 200, Guidelines for Production
- 3.12 Faculty Handbook—Section 201, Procedure for Production Work Charges on Projects
- 3.13 Faculty Handbook—Section 202, Work Order Approval Procedure
- 3.14 Student Handbook—Section II. Materials for Instruction
- 3.15 Student Handbook—Section IV. Locker Policy
- 3.16 Student Handbook—Section XI. Miscellaneous Items of Information Item 7. Medications

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4 RECORDS

- 4.1 Student Records (See Sections 1300, 1400, 1600, 2100, 2200 and 2400 of the Forms Index for relevant records)
- 4.2 Personnel Records (See Sections 2400, 2500 and 2800 of the Forms Index for relevant records)
- 4.3 Work Order Request & Invoice (Form 3400.01.00)
- 4.4 Customer Property Tag (Form # 2500.07.01)

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Procedure Title: Preservation of Product	Revision Date: May 25, 2002
Procedure Number: 7.5.5	Issue Date: February 7, 2002
Signature:	

1 PURPOSE/SCOPE

- 1.1 This procedure describes how the Erie County Technical School preserves the conformity of our product during processing and delivery. The school uses identification, handling, storage and protection practices with our product.

2 RESPONSIBILITY/PROCEDURE

- 2.1 Incoming materials and supplies relative to the provision of the curricula are inspected upon receipt and delivered to the requestor or stored in a secure area. See Work Instruction 2500.4.2—Incoming Goods Receiving Procedure for additional details.
- 2.2 Any items not meeting purchasing requirements with regard to quality, quantity, timely delivery or cost-to-value are documented. See Work Instruction 2500.4.2—Incoming Goods Receiving Procedure for additional details.
- 2.3 Items in storage are monitored and inventoried. Supplies and materials are customarily replenished on a first-in, first-out basis.
- 2.4 Dangerous materials, such as hazardous chemicals, are handled and stored in accordance with appropriate specifications.
- 2.5 Special storage is provided to preserve some materials and supplies, such as refrigeration of some food products.

3 RELATED DOCUMENTATION

- 3.1 Quality Policy 7.5—Production and Service Provision
- 3.2 Board Policy 224—Care of School Property
- 3.3 Board Policy 702—Gifts, Grants, Donations
- 3.4 Board Policy 704—Maintenance
- 3.5 Board Policy 706—Property Records
- 3.6 Board Policy 706.1—Disposition of Surplus Property and Supplies

Erie County Technical School	Page 2 of 2
Procedure Title: Preservation of Product	Revision Date: May 25, 2002
Procedure Number: 7.5.5	Issue Date: February 7, 2002
Signature:	

3.7 Work Instruction 2500.4.2— Incoming Goods Receiving Procedure

3.8 Faculty Handbook—Section 101, Donated Materials

4 RECORDS

4.1 Purchase Orders

4.2 Purchase Order Log

4.3 Non-Conforming Delivery Log

4.4 Property Records

Erie County Technical School	Page 1 of 2
Procedure Title: Control of Inspection, Measuring and Test Equipment	Revision Date: April 5, 2004
Procedure Number: 7.6.1	Issue Date: July 1, 2001
Signature:	Pr761Rev5.doc

1 PURPOSE/SCOPE

1.1 The purpose of this procedure is to document the methods used by the Erie County Technical School to ensure that test and measurement instruments, meters and tools are calibrated. The procedure applies to classroom and laboratory measuring equipment used for student performance evaluation, particularly state or national credentials. The scope of this procedure also includes measuring equipment used for public health and safety purposes.

2 RESPONSIBILITY/PROCEDURE

2.1 The Facilities Manager is responsible for coordinating and documenting inspection, measuring and test equipment calibration activities. The Facilities Manager will work with each vocational program to determine and establish appropriate calibration procedures and schedules.

2.2 Instructors use procedures documented in the Erie County Technical School Calibration Manual that describe the control, calibration and maintenance of inspection, test and measuring equipment used to demonstrate conformance to specified requirements. Each vocational program is responsible to identify calibration requirements for its equipment. Instructors shall determine measurements to be made and accuracy required and choose appropriate equipment.

2.2.1 Instructors identify all such equipment used for determining product or process quality. They ensure that equipment is calibrated and adjusted at prescribed intervals or before use against.

2.2.2 Instructors define the calibration process, the equipment, location, frequency, acceptable criteria and action to be taken when results are unsatisfactory.

2.2.3 In cooperation with the instructors, the Facilities Manager maintains calibration records that identify equipment to show calibration status.

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Procedure Title: Control of Inspection, Measuring and Test Equipment	Revision Date: April 5, 2004
Procedure Number: 7.6.1	Issue Date: July 1, 2001
Signature:	Pr761Rev5.doc

2.2.4 Instructors ensure that handling procedures for measuring equipment are used to maintain accuracy and fitness for use.

2.2.5 Instructors safeguard test and calibration equipment to protect from adjustments that would invalidate results.

2.3 The Principal is responsible for coordinating testing instrument activities and documentation. The Principal will work with each vocational program and other instructional support staff to determine and establish appropriate procedures and schedules. These activities will typically involve written and electronic versions of tests and measurements.

3 RELATED DOCUMENTATION

3.1 Policy 7.6—Control of Measuring and Monitoring Devices

3.2 Calibration Manual

3.3 Calibration schedules

3.4 Calibration instructions

4 RECORDS

4.1 Calibration records

Erie County Technical School	Page 1 of 4
Procedure Title: Measurement of Customer Satisfaction	Revision Date: April 5, 2004
Procedure Number: 8.2.1	Issue Date: July 1, 2001
Signature:	Pr821Rev5.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to define how the Erie County Technical School measures customer satisfaction.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Erie County Technical School seeks feedback from the following groups to measure customer satisfaction:
- 2.1.1. High school students and their parents,
 - 2.1.2. Postsecondary students,
 - 2.1.3. Cooperative education employers,
 - 2.1.4. Erie County Technical School fulltime and part-time faculty and staff,
 - 2.1.5. Sending school district guidance counselors, principals, superintendents, and Joint Operating Committee members, and
 - 2.1.6. Business, industry and postsecondary institutions in the community
- 2.2 The Erie County Technical School uses the following methods to measure customer satisfaction:
- 2.2.1 For any of our customer concerns, we maintain a corrective action log. The Director or the designated administrator responds, either verbally or in writing, to all concerns received from our customers.
 - 2.2.2 For high school students, our instructors, Student Services Coordinators and other designated staff members are encouraged to use mid-year or end-of-year satisfaction surveys or focus group sessions.
 - 2.2.3 For parents of our high school students, the Student Services Department may conduct an annual end-of-year program and services satisfaction survey with a representative sample of all parents.
 - 2.2.4 For postsecondary students, a written end-of-course survey is conducted with every student.

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Procedure Title: Measurement of Customer Satisfaction	Revision Date: April 5, 2004
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- 2.2.5 For cooperative education employers, our Placement and Transition Coordinators may conduct a written end-of-year service assessment with every cooperative employer.
 - 2.2.6 For faculty and staff, the Director schedules monthly Meet & Discuss sessions.
 - 2.2.7 For sending school district personnel, the appropriate staff member may conduct focus group sessions.
 - 2.2.8 For business, industry, and postsecondary institutions, the Director, in cooperation with the General Advisory Council, may conduct periodic assessments.
- 2.3 This information is gathered:
- 2.3.1 For participants in our curricula, either secondary or postsecondary, we gather demographic data and measure each customer's satisfaction with our registration process; focus on service to the customer; instructor's qualifications; their instructional practices; instructional materials, supplies and equipment; instructional support services; and, the instructional and campus environments.
 - 2.3.2 For parents of our secondary students, we measure their satisfaction with their student's growth (in terms of skill development and employability skills), focus on service to the customer; parent-school communications; instructor's qualifications; their instructional practices; instructional materials, supplies and equipment; instructional support services; and, the instructional and campus environments.
 - 2.3.3 For cooperative education employers, we measure their satisfaction with student performance, employer-school communications; and, placement support services.
 - 2.3.4 For our faculty and staff, we measure their satisfaction with administrative and support staff services; staff development activities;

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Procedure Title: Measurement of Customer Satisfaction	Revision Date: April 5, 2004
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employee-employer communications; instructional materials, supplies and equipment; and overall employee satisfaction.

- 2.3.5 For sending school district personnel, we measure their satisfaction with our registration process, student support services, and inter-school communications.
- 2.3.6 For business, industry, and postsecondary institutions in the community, we measure their satisfaction with student performance, curriculum relevance, ability to meet demand, and public communications.
- 2.4 Our major stakeholder groups analyze the information gathered through our customer satisfaction surveys.
 - 2.4.1 Joint Operating Committee
 - 2.4.2 Professional and General Advisory Councils
 - 2.4.3 Craft Advisory Committees
 - 2.4.4 Principals' and Guidance Counselors' Liaison Councils
 - 2.4.5 Administrative Staff
 - 2.4.6 Faculty and staff, and
 - 2.4.7 Student leadership groups
- 2.5 The Erie County Technical School uses the information we gather to enhance the quality of our products, services and quality management system. This includes:
 - 2.5.1 Curricula
 - 2.5.2 Instructional materials and practices
 - 2.5.3 Student support services
 - 2.5.4 Student performance
 - 2.5.5 Campus environment
 - 2.5.6 Customer relationships
 - 2.5.7 Internal and external communications

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Procedure Title: Measurement of Customer Satisfaction	Revision Date: April 5, 2004
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2.5.8 Faculty and staff services

3 RELATED DOCUMENTATION

3.1 Policy 8.2—Monitoring and Measuring

4 RECORDS

4.1 Advisory council and committee minutes

4.2 Focus group transcripts

4.3 Surveys and Assessments

4.4 Corrective Action log

4.5 Administrative responses to corrective actions

Erie County Technical School	Page 1 of 2
Procedure Title: Internal Quality Audits	Revision Date: April 5, 2004
Procedure Number: 8.2.2	Issue Date: July 1, 2001
Signature:	Pr822Rev4.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to describe the internal quality audit system of the Erie County Technical School including scheduling, preparation, corrective actions, and record keeping.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The Coordinator of Human and Quality Resources is responsible for the overall supervision of the internal audit system including:
- 2.1.1 Establishing and implementing an internal audit schedule plan.
 - 2.1.2 Establishing and implementing audit standards and conformance criteria.
 - 2.1.3 Assigning trained internal auditors to audit areas independent of their job function.
 - 2.1.4 Ensuring that internal auditors are qualified by training and audit with a lead auditor.
 - 2.1.5 Informing all concerned parties of any changes to systems or procedures based on the corrective, preventive or continual improvement actions.
- 2.2 Internal Auditors' responsibilities include:
- 2.2.1 Preparing audit check sheets prior to the scheduled audits.
 - 2.2.2 Providing notification to the party being audited in advance of the audit.
 - 2.2.3 Auditing the assigned area to determine compliance to the quality system requirements and effectiveness of the system.
 - 2.2.4 Issuing Corrective Action Requests to the responsible party in cases of nonconformance to the quality system requirements.

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Procedure Title: Internal Quality Audits	Revision Date: April 5, 2004
Procedure Number: 8.2.2	Issue Date: July 1, 2001
Signature:	Pr822Rev4.doc

2.2.5 Filling out the Internal Audit Summary Form and making suggestions for areas of continuous improvement, when applicable.

2.3 Responsibilities of the party being audited include:

2.3.1 Determining and implementing corrective actions in the time stated on the Corrective Action Request Form.

2.3.2 Determining and implementing preventive measures, when appropriate, based on corrective action findings.

2.4 The Internal Auditor verifies that corrective actions have been implemented and are effective. Internal audit records and corrective actions results are given to the Management Representative or designee.

2.5 The Management Representative reports the results of all internal audits to the Director as part of the Management Review. The information is reviewed to evaluate effectiveness and used to identify areas for continuous improvement.

2.6 All records are maintained by the Management Representative or designee.

3 RELATED DOCUMENTATION

3.1 Policy 8.2—Monitoring and Measuring

3.2 Internal Audit Schedule

3.3 Internal Audit Checklists

3.4 External Auditor Checklists

4 RECORDS

4.1 Audit Records

4.2 Completed Corrective Action Requests

4.3 Completed Preventive Action Requests

4.4 Completed Continual Improvement Requests

4.5 Minutes from Management Review Meetings

Erie County Technical School	Page 1 of 2
Procedure Title: Control of Nonconforming Material or Service	Revision Date: April 5, 2004
Procedure Number: 8.3.1	Issue Date: July 1, 2001
Signature:	Pr831Rev7.doc

1 PURPOSE/SCOPE

- 1.1 The purpose of this procedure is to document the methods that the Erie County Technical School uses to prevent nonconforming services or materials from reaching the intended user or removing the cause as soon as the service or material becomes nonconforming.

2 RESPONSIBILITY/PROCEDURE

2.1 Nonconforming Materials or Service Received at the School

2.1.1 Nonconforming material that is noticed at the receiving site is:

2.1.1.1 Retained in central storage until the issue that caused the nonconformance can be resolved with the originator or vendor.

2.1.1.2 Nonconforming material that is released for use by the vendor is identified as “Non-conforming” before it is released for alternative use or returned to the vendor.

2.1.1.3 Nonconforming services that are identified at the site are called to the attention of the service vendor with the intention of resolving nonconforming issues.

2.1.1.4 The inability to resolve nonconforming service issues could lead to a discontinuation of the service agreement.

2.1.2 Nonconforming material that is discovered by the originator is:

2.1.2.1 Returned to the Business Office or central storage, whichever is appropriate, until the issue that caused the nonconformance can be resolved with the vendor.

2.1.2.2 Nonconforming material that is released for use by the vendor is identified as “Non-conforming” before it is released for alternative use.

Erie County Technical School	Page 2 of 2
Procedure Title: Control of Nonconforming Material or Service	Revision Date: April 5, 2004
Procedure Number: 8.3.1	Issue Date: July 1, 2001
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3 RELATED DOCUMENTATION

- 3.1 Policy 8.3–Control of Nonconforming Service
- 3.2 Work Instruction 2500.4.2—Receiving In-coming Goods
- 3.3 Work Instruction 2500.4.4—Return of Non-conforming Materials & Supplies

4 RECORDS

- 4.1 Receiving reports and shipping slips

Erie County Technical School	Page 1 of 2
Procedure Title: Corrective Action	Revision Date: April 5, 2004
Procedure Number: 8.5.1	Issue Date: July 1, 2001
Signature:	Pr851Rev3.doc

1 PURPOSE/SCOPE

- 1.1 The Erie County Technical School documents suggestions to correct procedures and conditions that affect the quality of the educational programs. These procedures ensure that the necessary corrective actions are taken immediately.

2 RESPONSIBILITY/PROCEDURE

- 2.1 The steps taken for corrective action to eliminate actual nonconformities are determined by the magnitude of the problem and the severity of the risks or consequences involved.
- 2.2 The teaching staff and administrative supervisors identify most of the corrective actions required, including customer complaints, as appropriate. These corrective actions typically involve procedures, curriculum and equipment.
- 2.2.1 Minor corrections may be identified, discussed, and implemented at the discretion of the Director.
- 2.2.2 Changes that require approval of the Director, Principal, Department of Education, and Joint Operating Committee or involve equipment purchases are documented using the Corrective Action form.
- 2.2.3 Approval, implementation and tracking of corrective actions are documented using the Corrective, Preventive & Continual Improvement Action form (Form #2300.01.01).
- 2.2.4 Any individual associated with the Erie County Technical School, including JOC members, parents, students, craft advisory committee members and home school personnel may initiate suggestions for corrective actions.
- 2.2.5 All Erie County Technical School employees are empowered and encouraged to make suggestions for corrective action.

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Procedure Title: Corrective Action	Revision Date: April 5, 2004
Procedure Number: 8.5.1	Issue Date: July 1, 2001
Signature:	Pr851Rev3.doc

2.2.6 Recommendations for corrective action by external customers that are made to Erie County Technical School staff are documented and routed for appropriate approval and action.

2.2.7 Recommendations for corrective actions are discussed at administrative staff meetings.

2.3 Existing procedures for teacher evaluations, curriculum review, craft advisory minutes and other items generate information that is used to identify nonconformities. Actions resulting from these processes are documented on the appropriate form. Corrective Action forms need not be used in those cases involving program reviews or evaluations.

2.4 Requests for maintenance to facilities or equipment are submitted on the Request for Maintenance form following current procedures.

2.5 Corrective action forms are reviewed at the administrative staff meetings to track progress and effectiveness of corrective actions.

3 RELATED DOCUMENTATION

3.1 Quality Policy 8.5—Improvement

3.2 Work Instruction #2300.1.1—Corrective Action Procedure

4 RECORDS

4.1 Administrative staff meeting minutes

4.2 Completed Corrective, Preventive & Continual Improvement Action forms (Form #2300.01.01)

Erie County Technical School	Page 1 of 2
Procedure Title: Preventive Action	Revision Date: April 5, 2004
Procedure Number: 8.5.2	Issue Date: July 1, 2001
Signature:	Pr852Rev3.doc

1 PURPOSE/SCOPE

- 1.1 The Erie County Technical School uses all appropriate process information (internal audit results, process measurables, customer information, etc.) to determine where preventive actions would benefit the quality management system.

2 RESPONSIBILITY/PROCEDURE

- 2.1 As appropriate, the Erie County Technical School takes action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive action is appropriate to the effects of the potential problems.
- 2.2 The teaching staff and administrative supervisors identify most of the preventive actions required as appropriate. These preventive actions typically involve procedures, curriculum, and equipment.
- 2.2.1 Minor preventive actions may be identified, discussed, and implemented at the discretion of the Director.
- 2.2.2 Approval, implementation and tracking of preventive actions are documented using the Preventative Action form (Form #2300.01.01).
- 2.2.3 Any individual associated with the Erie County Technical School, including JOC members, parents, students, craft advisors and home school personnel may initiate suggestions for preventive actions.
- 2.2.4 All Erie County Technical School employees are empowered and encouraged to make suggestions for preventive action.
- 2.2.5 Recommendations for preventive action by external customers that are made to Erie County Technical School staff are documented and routed for appropriate approval and action.
- 2.2.6 Recommendations for preventive actions are discussed at administrative staff meetings.

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Procedure Title: Preventive Action	Revision Date: April 5, 2004
Procedure Number: 8.5.2	Issue Date: July 1, 2001
Signature:	Pr852Rev3.doc

2.3 Preventive action forms are reviewed at the administrative staff meetings to track progress and the effectiveness of preventive actions.

2.4 Records of results of preventive actions taken are maintained.

3 RELATED DOCUMENTATION

3.1 Quality Policy 8.5—Improvement

4 RECORDS

4.1 Completed Preventive Action forms

4.2 Administrative staff meeting minutes

Erie County Technical School	Page 1 of 2
Procedure Title: Continual Improvement Action	Revision Date: April 5, 2004
Procedure Number: 8.5.3	Issue Date: September 14, 2001
Signature:	Pr853Rev1.doc

1 PURPOSE/SCOPE

- 1.1 The Erie County Technical School uses all appropriate observations (internal audit results, customer and staff suggestions, etc.) to determine where continual improvement actions would benefit the quality management system.

2 RESPONSIBILITY/PROCEDURE

- 2.1 As appropriate, the Erie County Technical School takes action to continually improve its quality management system. Continual improvement action is an appropriate response to suggestions from our constituents.
- 2.2 All Erie County Technical School staff is empowered to identify opportunities for continuous improvement as appropriate.
- 2.2.1 Continual improvement actions may be identified, discussed and implemented at the discretion of the Director.
- 2.2.2 Approval, implementation and tracking of continual improvement actions are documented using the Continuous Improvement Action form (Form #2300.01.01).
- 2.2.3 Any individual associated with the Erie County Technical School, including JOC members, parents, students, craft advisory committee members, home school personnel and anyone else considered a customer may initiate suggestions for continuous improvement.
- 2.2.4 Recommendations for continual improvement action by external customers that are made to Erie County Technical School staff are documented and routed for appropriate approval and action.
- 2.2.5 Recommendations for continual improvement actions are discussed at administrative staff meetings.
- 2.3 Continual improvement action forms are reviewed at administrative staff meetings to track progress and the effectiveness of these actions.
- 2.4 Records of results of continual improvement actions taken are maintained.

Erie County Technical School	Page 2 of 2
Procedure Title: Continual Improvement Action	Revision Date: April 5, 2004
Procedure Number: 8.5.3	Issue Date: September 14, 2001
Signature:	Pr853Rev1.doc

3 RELATED DOCUMENTATION

3.1 Quality Policy 8.5—Improvement

4 RECORDS

4.1 Completed Continual Improvement Action forms

4.2 Administrative staff meeting minutes

**Erie County Technical School
ISO 9001:2000
Policy & Procedure Manual Revision Log**

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
Policy 4.0	11/6/2001	Clause 2.3: Removed duplicated wording, "provide evidence of conformity to"	A. Jackson
Policy 5.0	11/6/2001	Clause 1.1: Replaced "which top management, i.e., the Director" with "that top management (i.e., the Director)" Clause 2.4: Replaced "service," with "product and service provision," Clause 2.5.1: Replaced "4.1," with Policy 4.0," and deleted "and," Clause 2.7: Changed "Representative" to "Representative(s)"	A. Jackson
Policy 6.0	11/6/2001	Clause 2.2.2: Replaced "equipment" with "equipment that can include" Clause 2.2.3: Replaced "such as transport or" with "that include fiscal services and"	A. Jackson
Policy 7.3	11/6/2001	Clause 2.1: Inserted "the" between planning and Erie Clause 2.3: Substituted "development inputs" for "Development Inputs" Clause 2.4: Substituted "development outputs" for "Development Outputs"; remove the sentence, "Design and develop outputs are provided in a form to enable verification and are approved before release" (duplication). Clause 5: Corrected spacing between numbering and text	A. Jackson
Policy 7.4	11/6/2001	Clause 2.3: Inserted after Business Manager "in cooperation with the purchase originator,"	A. Jackson
Policy 7.5	11/6/2001	Clause 2.1.4: Inserted after measuring, "procedures" Clause 2.4.2: Replaced "students, parents, etc." with "students and parents" and deleted the "with" between treated and confidentiality Clause 3.1: Replaced "service provision" with "services"	A. Jackson
Policy 7.6	11/6/2001	Clause 1.1: Replaced "student's" with "students" Clause 2.1: Deleted "and/" Clause 2.2: Numbering corrected from "2.2.1" to "2.2" Clause 2.2.1: Deleted "of" between intervals and prior, deleted comma after "use" and period after "standards" Clause 2.2.3: Deleted period at end of line Clause 2.3: Replaced "precious" with "previous" Clause 3.1: Inserted "The Principal or a designee is responsible for the control of written or electronic measuring instruments."	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
Policy 8.1	11/6/2001	Clause 1.1: Substituted “pertains to” for “and the ones following include” Clause 3.1: Substituted “Representative(s)” for “Representative” Clause 5.1: Added “Audit Reports” Clause 5.2: Added “Corrective, Preventive and Continual Improvement Actions”	A. Jackson
Policy 8.3	11/6/2001	Corrected pagination in header	A. Jackson
Policy 8.5	11/6/2001	Clause 1.1: Substituted “corrective, preventive and continual improvement” for “corrective and preventive” Clause 2.3: Deleted entire section Clause 3.1: Replaced entire section with “Director” Clause 5.3: Deleted “Completed Continual Improvement Actions”	A. Jackson
Procedure 4.2.1	11/6/2001	All Clauses: Substituted “Representative(s)” for “Representatives” Clause 2.1: Substituted “new forms or documents” for “New forms/Documents” Clause 2.1.7: Inserted “the” between “of” and “change” Clause 2.5: Deleted “and/”	A. Jackson
Procedure 4.2.2	11/6/2001	Clause 2: Corrected numbering from “2.2” to “2.1” and deleted “by” Clause 2.2: Deleted “2.2.1” and merged unnumbered “The Business Manager . . .” with Clause 2.2.	A. Jackson
Procedure 7.1.1	11/6/2001	Clause 2.1: Grammatical Correction—inserted “and” between “Council,” and “Joint” Clause 2.2: Replaced “approved” with “endorsed” Clause 2.2.6: Replaced “curriculum/program” with “curriculum or program” Clause 3: Added Clause 3.2—Strategic Plan	A. Jackson
Procedure 7.3.1	11/6/2001	Clause 1.1: Replaced “curriculum/program” with “curriculum or program” Clause 2.1: Inserted “the” between “students,” and “community” Clause 2.8.1: Replaced “system of school” with “System of School”	A. Jackson
Procedure 7.6.1	11/6/2001	Clause 1.1: Replaced “instruction” with “student performance evaluation” Clause 2: Added Clause 2.3	A. Jackson
Procedure 8.2.1	11/6/2001	Clause 2.1: Replaced “uses” with “seeks feedback from” and “methods” with “groups” Clause 2.1.5: Replaced “principals and” with “principals,” and inserted “and Joint Operating Committee members,”	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
Procedure 8.2.1 (con't.)		Clause 2.2.1: Inserted "concerns" after "customer" and replaced "customer concern" with "corrective action" Clause 2.2.2: Replaced "quarterly" with "periodic" Clause 2.2.8: Replaced "annual" for "bi-annual" Clause 4.4: Replaced "Customer Concern" with "Corrective Action" Clause 4.5: Replaced "customer concern" with "corrective actions"	
Procedure 8.2.2	11/6/2001	All Pertinent Clauses: Substituted "Representative(s)" for "Representatives" Clause 2.3.3: Replaced "corrective/preventive" with "corrective, preventive or continual improvement" Added Clause 4.3—Completed Preventive Action Requests Added Clause 4.4—Completed Continual Improvement Requests	A. Jackson
Procedure 8.3.1	11/6/2001	Clause 2.2.2: Inserted "local" between "and" and "workforce"	A. Jackson
Procedure 8.5.1	11/6/2001		A. Jackson
Procedure 8.5.2	11/6/2001	Clause 2.2: Inserted "procedures," between "involve" and "curriculum" Clause 2.2.1: Replaced "identified discussed" with "identified, discussed," Clause 2.2.5: Replaced "approval/action" with "approval and action"	A. Jackson
Introduction	11/7/2001	All Pertinent Clauses: Substituted "Representative(s)" for "Representatives" Clause 3: Changed bulleted list to a numerical list Clause 3.2.2: Replaced "1" with "one (1)" Clause 3.2.4: Replaced "custodians, i.e.," with "custodians (i.e.," and deleted comma after second reference to manual Clause 6: Replaced "See Related . . ." with "See related Level III documents for our organizational chart." Clause 9: Replaced "Process Map" and "Process Chart" with "Key Processes" and "See related Level III documents for a listing and depiction of our key processes." Clause 10: Inserted "Clause 8.5.2 Preventive Action" and "Clause 8.5.3 Continual Improvement Action"	A. Jackson
Introduction	1/27/2002	Removed "5.1" from Approval Signature section. Inserted Quality Policy.	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Inserted Quality Objectives. Revised numbering of major sections within Table of Contents. Revised Table of Contents.	
Procedure 7.4.1	2/2/2002	Clause 2.1: Made grammatical corrections. Clause 2.4: Made grammatical corrections to last line.	A. Jackson
Policy 4.0	2/2/2002	Scope: Corrected the number of exclusions from one to two. Corrected reference to Standard 7.5.1.f and added reference to Standard 7.5.2 as an exclusion.	A. Jackson
Policy 7.2	2/7/2002	Entire Policy: Renumber each clause and element to correspond to standard.	A. Jackson
Policy 7.6	3/8/2002	Clause 2.3: Removed “but would not apply to the measuring instruments used in the labs because no equipment is manufactured for sale.”	A. Jackson
Procedure 8.3.1	5/14/2002	Title: Changed Product to Material Clause 1.1: Replaced customer with intended user Clause 2.1 and 2.2: Deleted entire clauses New Clause 2.1: Inserted Service Inserted Clauses 2.1.1.3 and 2.1.1.4 Inserted Clause 2.1.3 and associated sub-clauses Removed Records 4.1 through 4.7	A. Jackson
Policy 5.0	5/25/2002	Clause 2.9: Changed “twice” to “at least once”	A. Jackson
Policy 6.0	5/25/2002	Clause 4: Added additional related documentation Clause 5: Added records 5.2 to 5.4	A. Jackson
Policy 7.5	5/25/2002	Clause 1: Revised reference to exclusions Clause 2.1.6: Revised reference to properly reflect exclusion Clause 2.2: Revised reference to properly reflect exclusion	A. Jackson
Policy 8.1	5/25/2002	Clause 4.2: Corrected procedure number for Internal Audits	A. Jackson
Policy 8.2	5/25/2002	Clause 4: Corrected procedure number for Internal Audits	A. Jackson
Policy 8.4	5/25/2002	Clause 2.1: Inserted “Operational Quality Objectives”	A. Jackson
Policy 8.5	5/25/2002	Added Clause 2.3—Continual Improvement Action Clause 3: Added Management Representative(s)	A. Jackson
Procedure 4.2.1	5/25/2002	Clause 2.1.3: Removed reference to “head of the proposing department or Joint Operating	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Committee” as approving Level III documents. Clause 2.1.7: Replaced “cover sheet” with “notice” Clause 2.5.2: Deleted--irrelevant Clause 3: Replaced Master Book of Forms with Forms Index; replaced Master List of Level III Procedures with Work Instructions Index; deleted Master Policy List, Master Procedure List and Master List of External Documents Clause 4.2: Replaced “cover sheets” with “notices”	
Procedure 7.5.5	5/25/2002	Clause 3: Corrected references to Board Policy numbers; deleted a duplicate reference Clause 4: Added Purchase Order Log and Non-Conforming Delivery Log	A. Jackson
Procedure 8.2.2	5/25/2002	Clause 2.1: Replaced “Management Representative(s)” with “Business Manager”	A. Jackson
Procedure 8.3.1	5/25/2002	Clause 2.1.3.1: Inserted “and make arrangements for its return” Clause 2.1.3.3: Replaced “disposition” with “pick up” Clause 2.1.3.4: Replaced “returnable product” with “returned and do not pay” Clause 2.1.3.5: Deleted	A. Jackson
Policy 4.0	5/28/2002	Scope: Clarified exclusion to 7.5.1.f by adding the “f” Corrected clause numbering beginning at 2.2 through 2.4	A. Jackson
Procedure 7.4.1	8/25/2002	Scope: Added Clause 1.2 Definitions with definitions for Levels of Control and Products Clause 2.1.1: Changed “educational” to “instructional” Related Documentation: Inserted 3.6—Work Instruction 2500.4.1; 3.7—Work Instruction 2500.4.2; and 3.8—Work Instruction 2500.4.3	A. Jackson
Policy 7.3	8/25/2002	Records: Added 5.2—General Advisory Council Minutes; 5.3—Professional Advisory Council Minutes; and 5.4—Occupational Advisory Committee Minutes	A. Jackson
Procedure 8.5.1	8/25/2002	Clause 2.2.3: Inserted “Preventive & Continual Improvement” and “(Form #2300.01.01)” Related Documentation: Added 3.2—Work Instruction #2300.1.1—Corrective Action Procedure Records: Inserted “Preventive & Continual Improvement” and “(Form #2300.01.01)”	A. Jackson
Procedure 8.2.2	8/25/2002	Clause 2.1: Changed “Business Manager” to “Coordinator of Human and Quality Resources”	A. Jackson
Procedure 4.2.1	8/25/2002	Clause 2.1.1: Inserted (see Work Instruction 2300.2.1) Clause 2.1.8: Changed “Director signs” to “Management Representative registers”	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Clause 2.3: Changed “Records” to “Notices”	
Procedure 6.2.1	8/25/2002	Related Documentation: Added 3.11—ECTS Induction Plan and 3.12—ECTS Professional Development Plan	A. Jackson
Procedure 7.6.1	8/25/2002	Scope: Added “particularly state or national credentials.” Clause 2.1: Inserted “and documenting” Clause 2.2.3: Changed “Instructors” to “In cooperation with the instructors, the Facilities Manager”	A. Jackson
Policy 7.3	8/25/2002	Section 5: Replaced records 5.2 to 5.5 with General, Professional and Occupational advisory council.	A. Jackson
Procedure 7.5.4	2/12/2003	Clause 2.1.1: Added Form # 2500.07.01 Clause 2.1.1.5: Entire clause deleted Clause 2.3: Replaced “orally and in writing” with “to the customer.” Clause 4.4: Added	A. Jackson
Procedure 8.2.1	2/14/2003	Clause 2.2.2: Changed “instructors and the Student Services Department” to “instructors or the Student Services Department” Clause 2.2.8: Changed “a annual assessment” to “periodic assessments.”	A. Jackson
Policy 4.0	3/19/2003	Clause 2.2.1.2: Inserted “Policy” before Manual and “Management” before system.	A. Jackson
Policy 5.0	3/19/2003	Clause 2.1.3: Replaced “general and per program” with “organizational and operational” Clause 2.9.2: Deleted “related to” and replaced with “in the form of an annual quality plan including” Clause 4.3: Replaced “Planning Outputs” with “Strategic Plan” Section 5: Added 5.2 Quality Plans	A. Jackson
Policy 6.0	3/19/2003	Section 3: Added “and appropriate managers” Section 4: Revised and condensed references to specific school board policies Section 4: Added Work Instruction 2600.1.1 and Work Instruction 2600.2.1	A. Jackson
Policy 7.1	3/19/2003	Clause 2.2: Replaced “quality” with “strategic” Clause 4.1: Replaced “quality” with “strategic” Section 5: Revised section with references to advisory council minutes	A. Jackson
Policy 7.2	3/19/2003	Clause 2.1.1: Inserted “a training program or support”	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Clause 2.1.2: Inserted “a training program or support” Clause 2.2: Inserted “a training program or support” Clause 2.2.2: Inserted “regarding customer requirements” Section 4: Added 4.4 Work Instruction 1200.1.1—I.E.P. Development Section 5: Added 5.3 Individualized Education Plans (I.E.P.) and 5.4 Training Contracts	
Policy 7.4	3/19/2003	Section 4: Deleted “Criteria for selection and evaluation of suppliers”	A. Jackson
Procedure 7.4.1	3/20/2003	Clause 2.1.1: Replaced “product” with “suppliers, sub-contractors, products or services” Converted part of 2.1.2 to Clause 2.1.3—Vendors are rated . . . Clause 2.1.2: Replaced “exceed, meet or fall below” with “satisfy” Clause 2.3: Inserted “External” and added form number. Clause 2.4: Removed from procedure Clause 3.11: Removed from procedure	A. Jackson
Procedure 7.6.1	3/20/2003	Clause 1.1: Inserted “The scope of this procedure also includes measuring equipment used for public health and safety purposes.”	A. Jackson
Policy 7.6	3/20/2003	Clause 1.1: Replaced “in the various labs” with “public health and safety purposes.”	A. Jackson
Policy 8.1	3/20/2003	Clause 3.1: Changed “Representative(s)” to “Representative”	A. Jackson
Procedure 6.2.1	3/20/2003	Header: Corrected procedure number to accurately reflect standard	A. Jackson
Procedure 7.1.1	3/20/2003	Clause 2.1: Removed “control plans” Clause 4.1: Removed “ISO Steering Committee” Clause 4.4: Updated to “Career & Technical Education Information”	A. Jackson
Procedure 8.3.1	3/20/2003	Procedure: Replaced all references to “supplier” with “vendor” Clause 2.1.2.2: Deleted “or returned to the supplier.” Clause 2.1.3: Deleted entire clause Clause 3.3: Added “Work Instruction 2500.4.4—Return of Non-conforming Materials & Supplies”	A. Jackson
Policy 8.3	3/20/2003	Clause 2.2: Replaced “Product/Service” with “Material or Service” Clauses 4.2 to 4.5: Added Clause 5.4: Updated to Career & Technical Education	A. Jackson
Introduction	3/20/2003	Section: Replaced all references to “Representative(s)” with “Representative”	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Clause 3.2: Deleted manual references for Director and Board Secretary Clause 3.2.2.2: Removed "One copy . . ." Clause 3.2.2.7: Revised to reference online manual Clause 3.4: Replaced "premier" with "leading-edge" Clause 3.11: Updated to reflect current list of procedures	
Procedure 8.2.1	3/20/2003	Clause 2.2.2: Revised clause to reflect multiple parties can conduct multiple types of satisfaction surveys at various intervals. Clause 2.2.3: Replaced "conducts" with "may conduct" Clause 2.2.5: Same as above Clause 2.2.6: Replaced "holds" with "schedules" Clause 2.2.7: Same as 2.2.3 above Clause 2.2.8: Same as above	A. Jackson
Policy 4.0	4/5/2004	Clause 3.1: Changed Director to Coordinator of Human and Quality Resources	A. Jackson
Policy 5.0	4/5/2004	Clause 2.8: Deleted newsletter, administrative and instructional	A. Jackson
Policy 7.1	4/5/2004	Clause 2.1 through 2.3: substituted "training program" for "curriculum/program."	A. Jackson
Policy 7.5	4/5/2004	Clause 2.1.5: Deleted last two sentences. Added "The school monitors and measures student progress as a means of product conformity." Clause 4.2: Deleted	A. Jackson
Policy 7.6	4/5/2004	Clause 1.1: Substituted "by way of student progress and achievement" for "through student progress." Clause 2.2.1: Deleted "traceable to international or national standards." Added "The basis for calibration or verification is recorded." Clause 2.2.4: Changed "result" to "results." Clause 4.2: Changed "Work instructions" to "Calibration Manual"	A. Jackson
Policy 8.2	4/5/2004	Clause 2.4.1: Deleted "Students are given competency certificates for successful completion of the program."	A. Jackson
Policy 8.3	4/5/2004	Clause 2.3: Replaced "curricula competencies yearly" with "programs." Clause 2.4: Deleted "competencies" Clause 2.7: Replaced "curriculum" with "programs"	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		Clause 2.8: Replaced “curriculum” with “program”	
Policy 8.5	4/5/2004	Clause 2.1.1: Changed “recurrence” to “occurrence”	A. Jackson
Procedure 4.2.1	4/5/2004	Clause 2.1.1 Changed “in writing” to “preferably electronically” Clause 2.1.3 Changed “communicated in writing to notify...” to “updated with the revision date” Clause 2.1.7 deleted “new or revised forms are distributed.....use of obsolete forms Clause 2.3: Deleted “for ensuring that” and “contain a cross-reference . . .” Clause 3.1: Replaced Policy 4 – Control of Quality Records Clause 3.3: Replaced “Joint Operating Committee . . .” with “JOC Policy 216 . . .” Clause 2.3 available at point of use via electronic means Related documentation 3.4 changed “external” to “reference”3.4: Added	A. Jackson
Procedure 6.3.1	4/5/2004	Clause 2.5: Inserted “and” between “requests” and “assign”	A. Jackson
Procedure 7.1.1	4/5/2004	Clause 2.1 and 2.2: Removed ISO Steering Committee Clause 2.2.3, 2.2.5 and 2.2.7: Removed curriculum Clause 3.1: Added title of policy Clause 3.3: Added Clause 4.1.5: Deleted “Administrative Staff”	A. Jackson
Procedure 7.3.1	4/5/2004	Clause 2.3.1.9: Added Clause 2.3.2: Deleted “or appropriate school “ Clause 2.9.1: Deleted “input and approval . . ., as required” Clause 3.2: Added Clause 3.3: Added	A. Jackson
Procedure 7.5.3	4/5/2004	Clause 2.1.3: Deleted Clause 4.3: Corrected for “Career and Technical Education”	A. Jackson
Procedure 7.6.1	4/5/2004	Clause 2.2.1: Deleted “against standards . . . standard.” Clause 3.2: Added policy title	A. Jackson
Procedure 8.2.1	4/5/2004	Clause 2.4.6: Deleted Clause 3.1: Added policy name	A. Jackson
Procedure 4.2.2	4/5/2004	Clause 2.3 change to “The High School Principal and RCTC Manager are responsible for their	A. Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
		respective student files.” Clause 3.1 Delete Clause 3.3 Change to JOC policy 216 and JOC policy 216.1	
Procedure 8.2.2	4/5/2004	Clause 2.1.4: Added Clause 2.3.3: Moved to Section 2.1 Clause 3.1: Added policy title Clause 3.4: Added	A. Jackson
Procedure 8.3.1	4/5/2004	Entire Procedure: Replaced “product” with “material” Clause 2.1.1.2 and 2.1.2.2: Changed “marked” to “identified”	A. Jackson
Procedure 8.5.1	4/5/2004	Clause 1.1: Inserted “These” before “procedures” Clause 2.2.4: Changed “craft advisors” to “craft advisory committee members”. Clause 2.2.7: Replaced “Management Review” with “Administrative staff” Clause 2.4: Deleted “repair” Clause 2.5: Deleted “monthly” and replaced “Supervisory” with “Administrative” Clause 3.1: Added policy title Clause 4.1: Deleted Clause 4.2: Changed “Supervisory” to “Administrative”	A. Jackson
Procedure 8.5.2	4/5/2004	Clause 2.2.2: Inserted form number Clause 2.2.6: Changed “Management Review” to “Administrative Staff” Clause 2.3: Deleted “monthly” and changed “Supervisory” to “administrative” Clause 3.1: Added policy title Clause 4.2: Changed “Supervisory” to “Administrative”	A. Jackson
Procedure 8.5.3	4/5/2004	Clause 2.2.2: Inserted form number Clause 2.2.3: Changed “craft advisors” to “craft advisory committee members”. Clause 2.2.6: Changed “Management Review” to “Administrative Staff” Clause 2.3: Deleted “monthly” and changed “Supervisory” to “administrative” Clause 3.1: Added policy title Clause 4.2: Changed “Supervisory” to “Administrative”	

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
Introduction	4/8/2009	Clause 3.2.2.1 changed individuals to individual. Revised 3.4 Quality Policy to include revised quality policy. Modified clause 3.9.1 to change product to Career and Technical Training.	A. Jackson
Procedure 7.4.1	5/3/2004	Clause 2.1.1: To better explain extent and control, a grid with impact on instruction as one column and value as the second column was added. This modification was a result of CAR 124.	A. Jackson
Policy 5.0	5/3/2004	Related documentation: Added 4.4--Key Processes and 4.5--Quality Objectives and 4.6--Quality Policy and 4.7--Audit Schedule and 4.8--Forms Index and 4.9--CIS Log and 4.10--OAC Minutes and 4.11--Annual Budget. Records: Added 5.3--Audit Records and logs and 5.4--CIS Records and Logs and 5.5--List of Trained Auditors and 5.6--Quality Objectives and the Results and 5.7--YTD Monthly Expense Report and 5.8--Customer Satisfaction Results	A. Jackson
Policy 8.1	5/3/2004	Related Documentation: Added Quality Objectives	A. Jackson
Policy 8.4	5/3/2004	Key Components reference VEMIS changed to PIMS	A. Jackson
Policy 7.3	5/3/2004	Clause 2.7 was modified to reflect PDE is not required to conduct on-site reviews.	A. Jackson
Procedure 4.2.1	6/2/2004	2.1.3 Added "A description of the change is also recorded in a revision log." Added revision log to Related Documentation.	A. Jackson
Policy 7.4	10/5/2005	4.3 Added "2500.4.1 Purchase order job instructions." 4.4 Added "2500.4.6 Purchasing card work instructions." 5.3 Added "Purchasing card paid receipts."	
Policy 8.4	9/15/2009	2.1 Changed "CATS" to PIMS-- Records 5.2 Changed "CATS" to "PIMS"	A. Jackson
Procedure 7.5.3	9/15/2009	Records 4.2 Changed Career and Technical Education Information System (CATS) Records to PIMS Records	A. Jackson
Introduction	7/28/2010	3.1.1 Changed 9001:2000 to 9001:2008;3.2.2.6 Changed to "current distribution list of all copies of Policy and Procedure Manuals" from "the current copy of the Procedure manual.": 3.3 Mission Statement from "The mission of the Erie County Technical School is to educate people to have the skills and attitudes to be successful in their choices of career paths....." --"The Erie County Technical School delivers career success to Northwest PA through: Employability, Career Planning, Technical Education, Supporting Academics" : 3.9 Changed product	A Jackson

Policy/ Procedure	Revision Date	Description of Change	Authorized By:
4.0	7/28/2010	1.1 Changed 9001:2000 to 9001:2008; 2.1.1 Changed 9001:2000 to 9001:2008;	A. Jackson
6.0	7/28/2010	5.2 Deleted Leave of Absence requests	
Cover Page	9/10/2010	Updated Cover page- removed 9001:2000	A. Jackson