



## EDUCATION TEAM EXCELLENCE AWARD - GLOSSARY

### **Analysis**

The systematic decomposition and examination of a current condition to determine the factors contributing to and/or causing the current performance, state, results, challenges, etc.

### **Approach**

The methods or techniques used to accomplish a given process or processes or in some cases, a part or step of a process.

### **Data**

Individual and/or groups of facts, statistics, and/or pieces or items of information generally used to display or describe performance.

### **Goals**

A future condition or performance level that one intends to attain. Goals can be both short- and longer-term. Goals are ends that guide actions. Goals may be quantifiable and/or descriptive statements of a desired future state or condition.

### **Information**

Knowledge gained through analysis and study. May include conclusions based on the analysis of groups of facts and data.

### **Integration**

The harmonization of approaches, methods, processes, and analyses to support key organization improvement efforts. Effective integration is achieved when the individual components of a performance improvement system operate as a fully interconnected unit increasing the overall effectiveness and efficiency of the improvement system.

### **Objectives**

An organization's articulated aims or quantifiable targets to address its goals and/or a major change or improvement. May be focused internally and/or externally and are generally more specific than its goals.

### **Process**

Linked activities with the purpose of producing a product, program, and/or service. Generally, processes in education involve combinations of people, technology, techniques, pedagogy, materials, and improvements in a defined series of steps or actions. In some situations, processes might require adherence to a specific sequence of steps, with documentation (sometimes formal) of procedures and requirements. In other situations, such as educational

situations when those being served are involved in the service, process may be used in a more general way. It may be used to spell out what must be done, possibly including a preferred or expected sequence, in order to help those served understand and follow the sequence.

### **Root Cause**

The initiating cause of a series of activities or a causal chain that leads to a particular outcome or condition. The point in a series of activities or steps (process) where an intervention, change, and/or improvement could be implemented and prevent the undesirable outcome or condition. The primary cause for a given process performance problem, challenge, shortfall, etc.

### **Stakeholders**

The term “stakeholders” refers to all groups that are or might be affected by an organization’s process improvement. Stakeholders might include students, teachers, administrators, other schools, parents, parent organizations, school board, suppliers, and partners.

### **Tangible Results**

Specific, measurable, observable, etc. results from the organization’s process improvement efforts. *Less Tangible* refers to results or outcomes that may not lend themselves to specific measures. Less tangible results may be best measured by specific indicators or a series of indicators related to the less tangible performance area/result.