Rapid Cycle

Community Organizations Improvement Initiative

A Call to Community Organizations Interested in Improving Operations

Rapid Cycle Improvement Initiative

a program of Greater Rochester Quality Council, Council of Agency Executives, United Way of Greater Rochester, in partnership with Eastman Kodak Company and Xerox Corporation

As a result of an ongoing collaboration designed to help local not-for-profit organizations manage their operations toward long-term success, Greater Rochester Quality Council and Council of Agency Executives are pleased to announce the Rapid Cycle Improvement Initiative.

Rapid Cycle continues a long-term effort to help agencies find ways to realize greater efficiencies, particularly needed given the current difficult economic climate. Not-for-profit organizations often face the same challenges as for-profit entities—now they can also benefit from the same best practices that help many businesses thrive through tough economic times.

The goal of Rapid Cycle Improvement Initiative is to assist not-for-profit organizations in identifying, planning, and implementing projects that improve program performance, increase capacity, and reduce costs. This is to be achieved by offering service providers essential resources, including training and on-site coaching.

Collaborating Organizations: Greater Rochester Quality Council, Council of Agency Executives, United Way of Greater Rochester, Eastman Kodak Company, and Xerox Corporation.

Examples of the kind of improvements organizations may strive for via "Lean" operating techniques:

- Increased customer satisfaction
- Improved client outcomes
- Reduced costs
- Improved productivity

Some organizations that have already employed these management techniques:

- Eldersource – response time on callbacks
- Girl Scouts – registration process for training
- Medical Motors – ridership productivity
- St Ann's Community – medication error rate reduction

About Rapid Cycle:

Rapid cycle is designed to meet the two most critical needs of many organizations beginning the continuous improvement process: (1) a realistic timeframe - three months to produce an actionable plan and the commitment to carry it out; and (2) direct, on-site assistance to teams, i.e., expert coaches providing teams with facilitation and just-in-time training in appropriate tools.

Expectations of Participating Organizations:

- Be a 501(c)3 organization in Monroe County
- Identification of a process that is important to improve and measurable goals for improvement;
- Commitment on the part of senior management and teams to put in the time and effort required;
- Willingness to share learnings and work together with other community organizations;
- Accountability to the community, through Rapid Cycle, for following through.

How does an organization apply for participation?

- Submit an application.
- Email @hillside.com to request an application

How does an organization learn more?

- Contact Maria Cristalli at Hillside Family of Agencies 654-1510 or @hillside.com. We can provide phone or in-person consultation to help organizations identify potential projects.

Rapid Cycle Improvement Initiative

Rapid Cycle application

Project Name:	**Date:**
Organization:	
Project Sponsor *:	**Phone number:**
Project Manager/Team:	

Project purpose/rationale. Describe why this project is critical to the organization's strategy? What are the potential financial savings?

Who are the customers?

What are the customer requirements (outcomes desired)?

Problem Statement. Describe the issue in quantitative terms, what is the magnitude of the problem? Describe the project goal compared to the gap with benchmark information.

Project Scope: Where does the process start and stop? Can the project be accomplished within 12 weeks?

Please email the completed application form to Maria Cristalli, Hillside Family of Agencies @ @hillside.com.

* Project sponsor is the organizational leader who determines the priorities and approves the Rapid Cycle application.