

QUALITY IMPROVEMENT OF SERVICES COMMITTEE (QISC)

TERMS OF REFERENCE



PURPOSE:

The Quality Improvement of Services Committee was established to support continuous improvement of services. QISC oversees the service quality improvement processes described in the Service Review Policy.

MANDATE:

QISC is established under the Service Review Policy, with a mandate from Service Council.

Coordination

- Advises the Executive Director of Strategic Planning and Analysis and the Vice Presidents on matters pertaining to service review. (advising authority)
- Establishes the criteria and processes for service review. (recommending authority for criteria in policy; principal authority for processes and procedures not included in the policy)
- Coordinates service review as part of the service planning processes of RDC. (advising authority)

Review and Confirmation

- Reviews the Strategic Planning and Analysis (SPA) consultant's report on Annual Service Improvement Process data collection and provides a report to the Service Area's Vice President. (advising authority)
- Reviews Quality Improvement Service Review self-study reports for completeness and provides feedback to the Service Area. (in cases where an external or peer review was not completed). (advising authority)
- Confirms all steps of the Quality Improvement Service Review have been completed. (principal authority).

Policy Formulation

- Recommends changes to the Service Review Policy to Deans' Council. Deans' Council then makes a recommendation to Service Council. (recommending authority to Deans' Council)

RELATIONSHIP TO OTHER COMMITTEES:

- Deans' Council: Deans' Council receives the annual report on service review.
- Service Council: Service Council approves the Terms of Reference of QISC. Service Council receives the annual report on service review.

COMPOSITION:

1. Committee membership draws from a variety of areas of RDC.
2. Membership is composed of four service members (who are not service area managers), one faculty member from a School, the Executive Director Strategic Planning and Analysis, one member from Service Council (in addition to the Executive Director Strategic Planning and Analysis), one associate dean, one exempt service area manager (not on Service Council) and one student.

3. Additional members may be appointed as the Committee deems appropriate.
4. Committee members are appointed by the Executive Director of Strategic Planning and Analysis. Appointments are normally for two years with no more than half the committee newly appointed each year and with no limit on consecutive terms.
5. One or more staff members from Strategic Planning and Analysis act as resources to the Committee.

ACCOUNTABILITY:

QISC is accountable to Service Council.

REPORTING:

QISC provides an annual report on service review to Service Council and Deans' Council.

RESPONSIBILITY:

The Executive Director Strategic Planning and Analysis is responsible for the appointment of members, the operation of the Committee, and the process of revising the Terms of Reference.

ADMINISTRATIVE SUPPORT:

Provided by the Office of Strategic Planning and Analysis.

OPERATING PROCEDURES:

QISC:

- Meets regularly as required.
- Is chaired by the Executive Director Strategic Planning and Analysis.
- Has agendas set by the Executive Director Strategic Planning and Analysis with advice from QISC members.
- Normally makes decisions by consensus or, where consensus is not possible, by a simple majority vote at a meeting where quorum is established. Quorum is 50 percent plus one of the Committee members, with at least one service member, who is not a service area manager present.
- May request information from any program or service in the College.
- May invite guests to its regular meetings as deemed appropriate by the Committee.
- May strike subcommittees and may appoint members outside of QISC to sit on these subcommittees.
- Reviews its Terms of Reference at least every year, with changes approved by Service Council.
- Conducts closed meetings (members, resources, administrative support, and invited guests only).

Levels of authority:

The following text box must be included in all terms of reference.

Levels of Authority for Decision Making:

Decision authority: The right to make a decision or create a policy without consultation with other individuals or groups.

Principal authority: The right to make a decision or create a policy with input and recommendations from other groups or individuals; such input may be accepted or rejected. Principal authority allows for the right to make decisions and create policy which is forwarded to another body for action. Decisions or policies may be forwarded to another group or individual for approval where such approval would not be unreasonably denied. Principal authority also permits policy creation within the guidelines established by another group or individual. Finally, principal authority accommodates decision-making or policy creation within the parameters set by another body.

Shared authority: Authority to make decisions or create policy that is delegated equally to two or more groups or individuals where all parties are required to approve the decision or policy.

Recommending authority: The right to make recommendations for approval by another group or individual, where the final decision may approve, reject, or amend the recommendations. Recommending authority specifies the requirement that the recommendations be received by the decision making group or individual before a final decision is made.

Advising authority: The right to provide advice on a decision or policy created by another group or individual. The final decision may include or reject the advice provided. The group or individual making the decision in this case would be considered the principal authority.