

Quality Management Revision Process

As our team of staff including those from the legal department, Tribal Government, and Learning and Development revised and simplified the resolution documents that describe the rules, we applied quality management principles. Our goals were to make the rules clearer, more consistent, and easier to follow. The aim was to ensure the rules are easy to understand while still being accurate and effective.

1. Review the Current Rules

We identified areas where the documents repeat rules or seem to contradict each other. By finding parts that say the same thing more than once, we can reduce confusion. This is called a gap analysis.

- Requested feedback: We talked to the people who use the document (like TCC employees, tribal staff, chiefs, and council members) to find out which parts are hard to understand or follow.

2. Use Consistent Language

The team chose one term for each idea to make sure the document uses the same word for the same thing. For example, we don't say "employee" in one place and "worker" in another. We also worked to keep the language simple and easy to understand.

3. Organize the Rules Clearly

We grouped similar rules together to make them easier to understand.

4. Make the Rules Shorter and Clearer

Remove extra details: If content was not needed we took it out. If it was too complicated, we simplified it. This helped keep the document easy to read and understand.

5. Test the Document

We tested it with a few people: After making changes, we had a small group of users read the new document to see if it was easy to follow.

- Made additional changes based on feedback: When users still found some parts confusing, we fixed those areas to improve the document.

6. Check for Accuracy

We made sure the document accurately follows the rules and meets all requirements. We also ensured it was consistent and free of contradictions.

7. Review and Improve Regularly

We set a bi-annual schedule to review the document and plan to look at it regularly to make sure it's up to date and accurate.

8. Final Outcome:

By consistently following these steps, the rules document will be clearer, easier to use, and more effective. This will help everyone understand and follow the rules better, reduce mistakes, and make work run more smoothly.