

# CPM Level IV- “Assessment of Problem” Project Instructions

## **IMPORTANT NOTE**

CPM Level IV “Assessment of Problem” projects must be conducted on an individual basis. These projects CANNOT be conducted jointly with other MCPM participants due to the nature of content and format of these projects.

## **CONTENT**

Using the learning experiences from Levels I - IV and your current knowledge of the concept of Quality Improvement (QI), assess a problem in **your** work unit and prepare a plan for solving that problem.

**Your project should contain a heading and information for each of the following:**

- Assessment of Problem: Clearly describe the problem in your work unit and your plan to solve the problem.
- Identification of customer(s): Clearly describe how both internal and external customers are affected by the current problem and how they will be affected by your solution.
- Identification of the services: Clearly describe the services provided by your unit and how they relate to the problem.
- Definition of quality: Clearly define quality as it relates to the service your unit provides and how it relates to the problem;
- Criteria for evaluating and measuring quality: Clearly describe the evaluation criteria you will use to determine if your proposed solution will correct the problem identified.
- Barriers to solution: Clearly describe probable barriers to the implementation of your solution to the problem identified in this project. **Implementation of your solution to the problem you identify in this project is required in your “CPM Project – Solution of Problem”.**

## **STYLE/FORMAT**

- The MCSM Project Proposal Form is not used. This is a paper explaining your project.
- Submit your Project with a **Title Page** and **Abstract Page** (include MELMS #)
- The body of your project should contain headings for each section (refer to CONTENT section above)
- Write your project in clear, standard English and follow all standard guidelines for grammar, spelling, punctuation, and paragraphing.  
*(Projects not conforming to these standards will be returned for revision.)*

**Ⓚ Upon submission of your completed CPM Project Proposal – “Assessment of Problem”, you will be eligible to enroll for the next available Level V Session.**

## **General Requirements for ALL Projects**

### **All projects must be:**

1. Written in acceptable, standard English in a style that is complete, concise and clear. The font size should be 12.
2. Typed with double spacing and divided into appropriate paragraphs.
3. Submitted with a Title Page and an Abstract Page.
4. Relevant to you, your work unit, or your agency.

## **Composition and Format Requirements for Completed Projects**

### **A. Title Page (Mandatory)**

All submitted Projects must have a standard Title Page which includes the following:

- Project Title and Subject
- Project level
- Date
- Participant's Name and MELMS ID Number
- Participant's Organization/Division and Work Address
- Email Address
- Home Address
- Telephone numbers at work and home

### **B. Abstract Page (Mandatory)**

The abstract is a short (no more than a paragraph or so) summary of what your project is about. **This summary should be identified only by your MELMS ID Number.** It should NOT include the agency name, your name or the names of any employees.

### **C. Style**

Projects should be typed, double-spaced and submitted on standard paper or via email. They may include attachments such as reports, memos, letters, charts, diagrams, manuals, etc. that will help the reader understand the project. Projects that produce an "end product" such as a manual, newsletter, or training program **must** be accompanied by a discussion of the process used in producing the product. The process should follow the problem solving steps listed below and be an expansion of the original proposal noting any changes, deviations, learning outcomes and applications of CPM materials. When quoting or using supplementary material, please cite the source; however, footnotes and bibliographies are not required.

### **D. Length**

Although projects have no specified length or required number of pages, it should typically be at least 5 typed pages. The project should be complete, clear, and concise.

### **E. Proofread Your Project**

Would you want the head of your agency to read your report? It is important that projects reflect your professionalism and commitment to excellence. They should be written in clear, standard English and follow all standard guidelines for grammar, spelling, punctuation, and paragraphing.

Writing experts recommend that you first check the content, then revise or rewrite, and then check for errors in grammar, spelling and punctuation. Experts also tell us it is easier to catch errors on paper than on a computer screen, so always proofread your hard copy before submitting your final project. **Projects that have errors in grammar, spelling, or punctuation will be returned for revision.**

### **Confidentiality:**

All projects become the property of the MCPM Program and will not be returned to the participant. The reports will be kept in the strictest confidence. To ensure complete anonymity for others, participants should avoid using the name of the other persons in the work environment or should substitute fictitious names. Personnel problems should be discussed in behavioral terms rather than personal characteristics. Project should be designed to take positive action.

**Model Projects:** The MCPM Project Evaluator or the MCPM Program Director may recommend a project as a “model” and request written permission from the participant to use the project in classroom illustrations, as an example for other participants in the program who are working on projects, or to promote the benefits of the management development program.