

## **QUALITY SYSTEM AT FOSHAY LEARNING CENTER**

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### **ABSTRACT**

To achieve superior performance in educational organizations, it is necessary to have these features: Meeting or exceeding customer expectations, effective leadership, continuous improvement, Employee Participation and Development, Quality at the Source, Building quality into Services, Long-Range Outlook, Management by Fact, Performance Indicators, Team approach, Partnership Development, and Corporate Citizenship and Responsibility. These features are described in this paper. The systems and practices of Foshay Learning Center, which has achieved many significant improvements during a short period of five years under the effective leadership of Principal Howard Lappin and received several quality awards, are discussed in this presentation. Also, Foshay Learning Center received the California Distinguished School Award and was selected as One of the Top 100 among America's 25,000 Public High Schools. The school has planned and implemented many innovative improvements utilizing the active support of teachers, staff members, parents, local organizations and the school district.