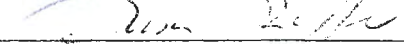




Policy Statement:

Policy Area: Quality Assurance and Quality Control

Effective Date: 07/20/2010

Approved: 
Susan W. Shaffer, Director

POLICY STATEMENT

QUALITY ASSURANCE AND QUALITY CONTROL

I. COVERAGE

This Policy Statement covers all employees, contractors and interns of the D.C. Pretrial Services Agency (hereinafter referred to as “PSA personnel” or “Agency personnel”) who perform mission critical Agency work and/or must comply with appropriate federal guidelines or mandates.

II. BACKGROUND

PSA’s establishment as a federal entity initiated a review in 2000 of the Agency’s key business practices and newly required federal practices and standards. The Agency’s *2005-2010 Strategic Plan* recognized the need for organizational change to match PSA’s additional and enhanced responsibilities.

The Agency’s Strategic Plan acknowledged that successfully accomplishing PSA’s mission and goals would require a combination of leadership, human capital, clear and concise procedures and sufficient staff resources. Central to these requirements is a clear course of action for PSA staff to perform mission critical elements and comply with applicable federal guidelines and mandates. To ensure that these mission critical elements are reflected in clear and concise procedures and are performed regularly and well, PSA’s leadership is committed to developing processes to assure that these tasks are performed properly and modified and improved when appropriate.

III. POLICY STATEMENT

This policy statement requires all Agency offices to develop and implement qualitative and quantitative reviews of its operations. These processes shall include:

1. Identification of each office’s core work functions.
2. Verification that standards for acceptable quality of work within these functions are well defined in office policy and procedure.

3. Identification of assigned staff within the office that is responsible for quality assurance and quality control procedures. Depending on office needs and resources, this may include staff specifically designated by job description for quality assurance/quality functions or staff whose position descriptions are revised to include these procedures.
4. Protocols to review staff work under these functions. This will include identification of the office positions responsible for implementing these protocols and appropriate standards to communicate quality assurance and quality control issues among office and unit staff.
5. Submission of the office's quality assurance and quality control plan to the PSA Director and Deputy Director for review and approval.
6. Regular reviews of the quality assurance and quality control plan (see Section F)

A. Quality Assurance Measures

Quality assurance measures address:

- The clarity of policies and procedures on mission critical elements
- Staff application of policies and management instructions and other written work procedures appropriately;
- The quality of an office's work; and
- Staff skill set to perform the office's core work.

Quality assurance may involve 1) day-to-day supervisory review of core office functions, 2) formal and informal staff appraisals, 3) responses to errors in work products identified by internal and external actors, and 4) regular quality assessment reviews.

B. Quality Control Measures

Quality control measures address:

- Supervisor's responses to office or specific unit core work and staff issues;
- Offices or specific units' meeting of identified PSA goals, objectives and targets as well as office goals, objectives, and targets;
- Office management's development of strategies to address unmet targets or to update targets as required; and
- Office management's reviews of staff and supervisory issues in implementing and monitoring quality assurance requirements.

C. Collaboration

All quality assurance and quality control procedures must address the need for collaboration with other PSA offices. Collaboration allows offices to identify overlapping issues with other offices and data and resources needed from and by other offices. This, in turn, should help offices develop more comprehensive and crosscutting quality assurance and quality control strategies.

D. Feedback from Stakeholders

Work performed with and for stakeholders is important to meet the goals of the Agency's Strategic Plan. Each office's quality assurance/quality control plan should describe the mechanisms to keep in touch with the needs and interests of stakeholders.

E. Impact Assessment

Each office's quality assurance/quality control plan will include a schedule for assessing the impact of quality assurance/quality control procedures and the need to update and revise their office's plan. These reviews will be scheduled with the assistance of Research, Analysis, and Development and will include a designee, and/or other personnel as deemed necessary by the office director.

F. Outcome Reviews

Each office director will document the outcomes of the quality assurance/quality control process and make these findings available to the Agency director. Reviews should be completed regularly (each office may set its own timetables for reviews) and should include, when appropriate, a descriptions of steps taken to improve mission critical functions and enhancements to quality assurance and quality control procedures.

V. AUTHORITIES, SUPERCEDURES, REFERENCES AND ATTACHMENTS

A. Supercedures

None

B. References

Office of Personnel Management (OPM) website

C. Attachments

Appendix A: Definitions

Appendix A: Definitions

Collaboration (quality assurance –quality control)-work performed in consultation with Office directors at PSA, and may involve Agency stakeholders for the purpose of reviewing outcomes, determining modifications to meet outcomes, and establishing new goals and objectives as needed.

Core Work - duties identified as critical to the performance of a position. Core work can consist of a single task or set of tasks and subtasks that collectively result in mission critical work.

Objectivity- the ability to review information in a manner that is clear, concise, accurate, and unbiased.

Quality Assurance-a formal set of regular activities that ensures the work product meets standard requirements.

Quality Control- the process of monitoring specific work to ensure compliance with the relevant standards, identify and eliminate causes of unsatisfactory performance, and certify that Agency objectives are being met.

Quality assessment review- yearly assessment coordinated by the designated Quality Control Analyst of each office. The review is conducted on a random sample of work for that year and is intended to measure the office's conformity to appropriate Office's policy statements, management instructions, and office written procedures.

Quality control review- a yearly review coordinated by the designated Quality Control Analyst of each office.

Stakeholders- the community, criminal justice partners, defendants or other persons or organizations impacted by PSA outcomes.

Work Reviews- the process of consistently evaluating and monitoring the performance of employees and providing ongoing feedback on the results of the review.