

Quality Assurance and  
Management Program  
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# A View of Quality Assurance (not ours)



# Presentation Outline

- **Quality Assurance and Control**
  - Historical Perspective
  - Structure
  - Challenges & Opportunities
- **Quality Management Program**
  - Status/Updates
  - Integration
- **Issues moving forward**

# Historical Perspective

- **Quality Handbook (1996)**
- **Quality Assurance/Quality Control and Oversight Study (2002)**
- **Instrument and Personnel Quality Assurance Review Team (2005)**
- **Quality Assurance/Quality Control Program for USDA (2006)**
- **Quality Roundtable (2009)**
- **Quality Assurance and Control (2011)**

# Initiatives (continued)

- Reorganize structure
- Evaluate current quality assurance and control activities
  - Quality Assurance and Control Meetings
    - ✦ ODA, FMD, TSD, BAR/GSL, and QACD
    - ✦ Identify current structure
    - ✦ Identify quality activities and data sources
    - ✦ Identify goals, challenges, and recommendations for quality assurance and control moving forward
    - ✦ Evaluate staffing and other resource needs

# Structure

- **FGIS Quality Handbook provides overall structure for the program (Anchor Agreements, STEP Samples, SIMS, Referee and Exchange Program)**
- **FGIS supervises all original inspections at a rate of approximately 1%**
- **Generally, local Quality Assurance Specialists review 40% and BAR/GSL reviews 60% of supervision samples**
- **Original program called Quality Assurance and Quality Control (QAQC)**
  - **New Orleans and Stuttgart still use QAQC**

## Structure (continued)

- New *FGIS Online program* called **Quality Assurance and Control (QAC)**
  - Randomly selects samples for the BAR to review
  - BAR reviews all local and national supervisions

# Structure (continued)

Old Structure	New Structure (Reorganization)
Quality Assurance and Control Staff (QACS): Ken Critchfield	Quality Assurance and Compliance Division (QACD)/Quality Assurance and Designation Branch (QADB): Eric Jabs QACD/Investigation and Enforcement Branch (IEB): Greg Tomas
Field Operations and Support Staff (FOSS): Diane Palecek	Domestic Inspection Operations Office (DIOO): Ron Metz
Technical Services Division/Grading Services Lab (GSL): Don Kendall	Technology and Science Division: BAR; GSL reassigned under the BAR.
Technical Services Division/Board of Appeals and Review (BAR): David Lowe	
Quality Assurance and Quality Control (QAQC)	Quality Assurance and Control (QAC)

# Challenges & Opportunities

- **Monitoring Rate**
  - What is the appropriate selection rate?
  - How do we select samples? Type of grain, inspection results of interpretive factors, performance/accuracy of licensed inspectors/ACG's, separations?
- **Anchoring Agreements**
  - Are they still relevant with QAC and Quality Management Plans?
- **Oversight**
  - What are the roles and responsibilities of MD, TSD, BAR/GSL, and QACD within the new structure?

# Challenges & Opportunities (continued)

- **QAC Report Capability**
  - Are current reports adequate and relevant?
  - Are there other reports that will help facilitate management of the quality program? What do service providers need to help manage their business?
  - What about the remaining field offices on QAQC?
- **QAC Data**
  - How do we capture official commercial inspections, individual rail loaded under cu-sum, individual containers from an average grade booking, and rice round lot inspections.
    - ✦ Currently. limits supervision selection
- **Falling Number and Mycotoxin Monitoring**
  - What are the critical factors?
  - Do we include these data in the monitoring program?

# Quality Management Program (QMP)

“...melds modern quality management principles with the legal and regulatory requirements under the U.S. Grain Standards Act (USGSA) and Agricultural Marketing Act of 1946, as amended (AMA), to create an overarching program to drive progress within the official system ... key component for evaluating the performance of official service providers in meeting their legal and regulatory obligations...”

*(Quality Management Program Directive 9180.81)*

# QMP: Status/Updates

- Completed 17 QMP reviews in FY 2011; 18 scheduled for FY 2012.
- Objective metrics for measuring performance
  - QACD is reviewing scoring criteria used by reviewers
- Transparency
  - Program structure should be transparent to official agencies
- Review Reports
  - Using Lean Six Sigma to complete the review report and briefings within 30 days from the end of the review

# QMP: Status/Updates (continued)

- **Internal Audits**

- Received 44 one-year audits and 13 two-year audits in FY 2011
- Expect 45 two-year audits in FY 2012
- A standardized template is being developed to facilitate uniform and thorough internal audits to ensure that all elements of the QMP are reviewed and to ease GIPSA's review process.
- Sending email confirmations to confirm whether internal audit review meets FGIS's qualifications (AAGIWA)

# QMP Integration

- Fully integrate with the quality assurance and control program into quality assurance program
- Utilize FGIS *OnLine* to assist in conducting on-site reviews of local quality plans
  - Example: Information on the status of some local quality program elements can be accessed through FGIS *Online*
- Enhance information sharing among FMD, TSD, and BAR/GSL to facilitate QMP reviews

# Issues Moving Forward

- QACD will work with DA, FMD, TSD, and BAR/GSL to define, implement, and monitor a comprehensive quality assurance and control system
  - Develop a comprehensive quality assurance and control strategy that balances resources with the integrity of the official system
- Evaluate current programs conformance to the elements of the Quality Handbook (1996); what's active; what's not; suggest revisions or new activities

## Issues Moving Forward (continued)

- Analyze successful quality assurance programs (other agencies; private sector) and glean best practices
- Utilize the Lean Six Sigma framework to evaluate all quality assurance and control activities to minimize variation and maximize efficiency
- Consider what additional data are desirable to monitor – OCI; composite; average grades
- Take advantage of the reports capability of QAC to dynamically manage the quality assurance and control program
  - Target less/more supervisions for high/low performing agencies

# Issues Moving Forward (continued)

- **Consider establishing a national quality assurance and control map**
  - FGIS management and others can quickly assess the proficiency of the official system.
- **Facilitate cross-functional communication**
  - Data generated by FMD, TSD, BAR/GSL, and QACD available on a real-time basis to facilitate QMP reviews and ensure that all deficiencies are documented and quickly resolved