

QUALITY CONTROL/CENTRALIZATION

Retrospective 1992-2012

Quality Control/Centralization

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- Quality Control and Centralization
 - ▣ Two key issues addressed by Federal Grain Inspection Service (FGIS) and Official Agencies over the years

- The following slides review progress so far -

Teamwork: Restructuring to Assure Quality (TRAQ) Team

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- Mission: “Develop and implement a proactive, customer focused, quality assurance process”
- FGIS/OA collaboration
- Team interviewed managers, employees and industry
- Team evaluated pilot QA/QC program in KC and Cedar Rapids

TRAQ – Built on earlier efforts

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Groundwork

- National Performance Review Report
- FGIS Customer Service Plan
- FGIS Quality Coordinator Reports
- Continuous Process Improvement Principles

Core Values

- Data analysis vital
- Stratified sampling
 - ▣ Proficiency
 - ▣ Grade
- Commitment to a national reference point (i.e. BAR)
 - ▣ Surveys
 - ▣ Training
 - ▣ Creating and maintaining reference materials

TRAQ Report 1 – Oct, 1994

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- Purpose: Provide QAS's with an understanding of the evolution and intended result of the pilot QA/QC program and encourage involvement of internal/external customers throughout the QA/QC restructuring process.
- Objective: Provide QASs involved in pilot QA/QC program an understanding of the Fact Finding Team Report and Workplan, the National QC framework, TRAQ team composition and operation, and the important role they play in the restructuring process.

Team Members: Mike Eustrom, Larry McDonald, Anita Heckenbach, Chuck Britton, Bill Davis, Jerry Kusek, Phil Tate, Jim Whalen

TRAQ Report 2 – Dec, 1995

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- Purpose: Define the core program and responsibilities for the Sample Inspection Monitoring System (SIMS)
- In 1996 SIMS replaced the Grain Inspection Monitoring Report (GIMS) and incorporated beans, peas, lentils, and rice.

Team Members: Diane Palecek, Ron Cates, Larry McDonald, Dave Mundwiler, Jeremy Wu, Anita Heckenbach, Ery Williams, Mike Eustrom, Harold Kercher, Warren Dicus, Ron Metz

TRAQ Themes Continue

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Data

Right amount

Right kind

Right time

Monitoring

**National
reference point**

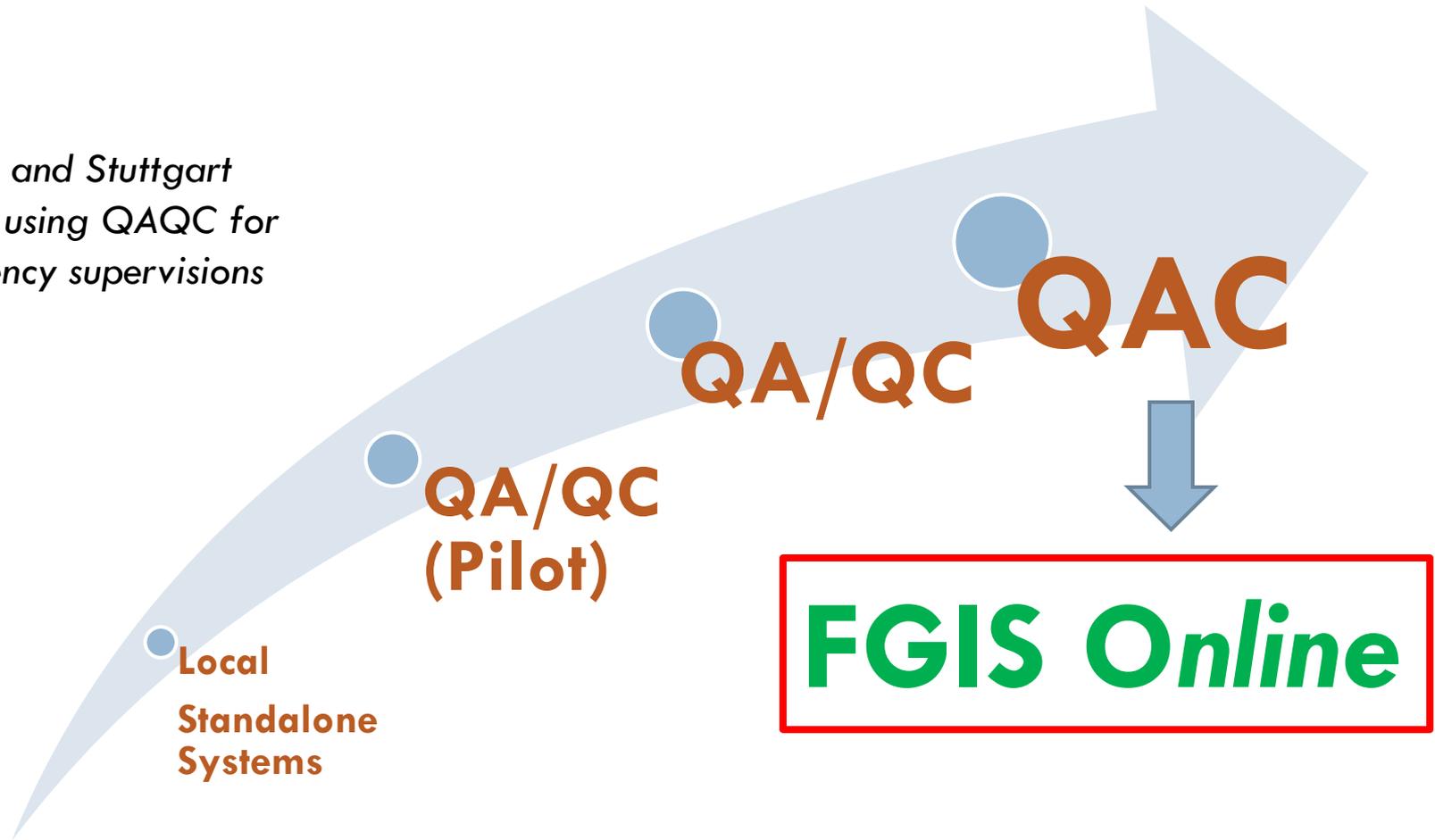
**Quality
assurance plan
based on local
needs**

**Targeted
monitoring,
periodic process
and site
evaluations**

Data Systems – 1992-2012

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*NO and Stuttgart
still using QAQC for
agency supervisions*



FGIS Online

Centralization – Expert Reviews

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- Jan 2002 – Quality Assurance/Quality Control and Oversight Study - Dr. John G. Surak, Ph.D.
 - Reviewed current practices, organizational structure, and technology used to ensure inspection uniformity nationwide.
 - Stacking tolerances a concern.
 - Concluded current system “effective”, but that customers found it “costly”.
 - Recommended improved efficiency.
 - <http://www.gipsa.usda.gov/fgis/qual.html>

Centralization Reports – Expert Reviews

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- Sept 29, 2006 – Report for Quality Assurance/Quality Control Report – Paradigm Technology
 - Established procedures for GIPSA to use to evaluate OSP performance (OSP=FO/OA) at earliest source of the error
 - Recommended:
 - Development of performance metrics – Agreement Quotient (AQ)/Alignment Audit
 - Established dashboard criteria based on achievement against metrics within tolerance
 - 
 - Traceability back to service point and individual inspector
 - OSP achievement level determines level of monitoring
 - Green – less oversight
 - Yellow – more stringent oversight
- Recommended all OSP's have one central quality contact point
- Assess quality at the source (allowing any errors to be traced back to the specific operators such as factors, individual inspectors, service points, etc.).

Centralization Reports

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- Jan 18, 2002 – GIPSA Quality Assurance/Quality Control Evaluation Report Ken Critchfield, Gary Erskine, Mike Eustrom, John Sharpe
- Sept 30, 2002 – Central Monitoring Laboratory (CML) Report Neil Porter, Diane Palecek, John Giler, John Sharpe, Eurvin Williams, David Lowe, Larry McDonald, Sharon Lathrop
- June, 2005 – Subjective Testing Report Mike Eustrom, Dale Phetteplace, Ken Critchfield, Jim Whalen, David Ayers, Dallas Stubblefield
- Oct 26, 2005 – Instrument and Personnel Quality Assurance Review Team Report Ken Critchfield, Mike Eustrom, Don Kendall, Diane Palecek, Tom Wrenn
- Nov 1, 2005 – Central Monitoring Laboratory (CML) Pilot Progress Report Champaign Danville Grain Inspection Department, Inc., Illinois Official Grain Inspection

Centralization – Common Themes

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Data

- Increasing concerns with data collection and reporting
- Transparent data
- Monitoring based on statistical analysis of volumes inspected and results

Quality Assurance Program

- Central reference point – BAR/CML
- Impact of FGIS field office realignment
- Random and targeted monitoring goals based on critical success factors

Past Centralization Reports

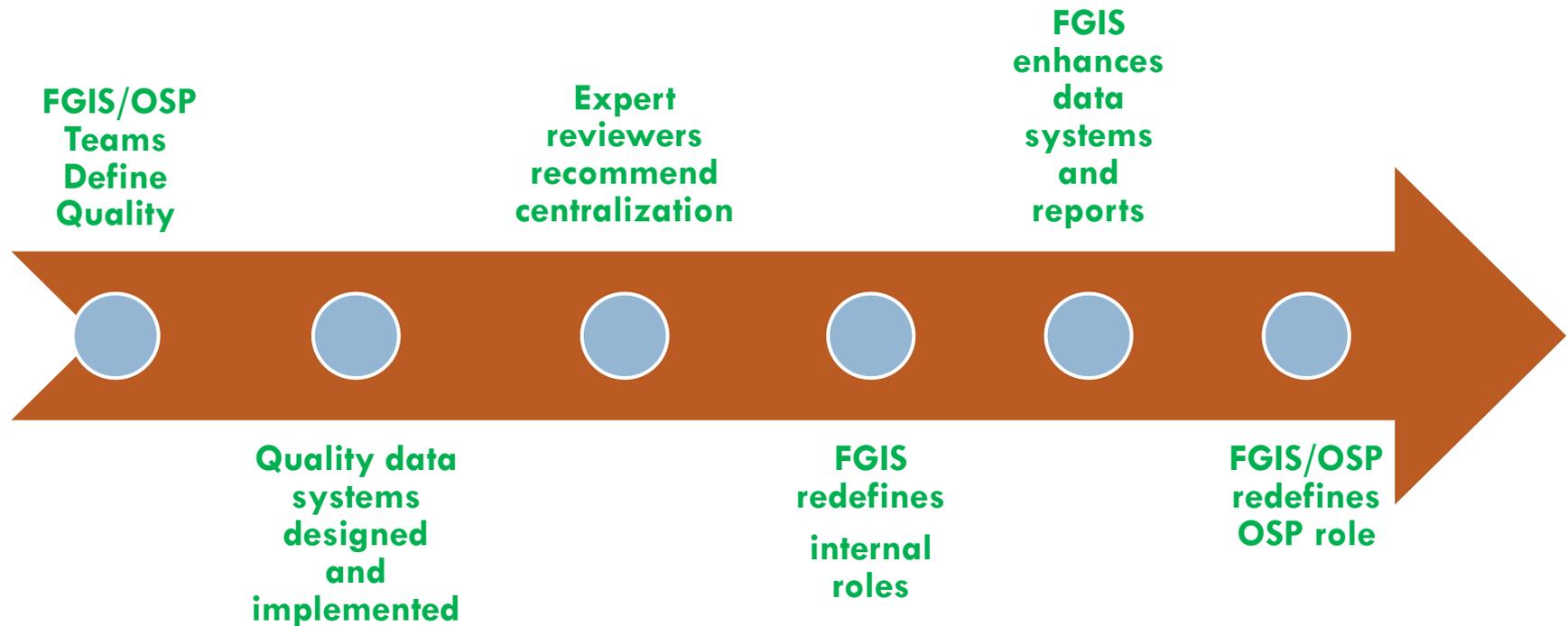
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- Jan 22 - March 18, 2008 – Twelve Joint Application Development (JAD) sessions held to develop the QAC module for FGISonline
 - GOAL: Redesign the Quality Assurance and Control Procedures
 - Scope limited to the oversight of inspection and grading factors.
 - Separate modules remained under development for equipment and licensing.

Team Members: Anita Heckenbach, Ken Critchfield, Mark Wooden, Jim Brown, Larry Freese, Dale Phetteplace, David Ayers, Dallas Stubblefield, Byron Reilly

Quality Assurance Process Evolves

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FGIS Reorganization

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- FGIS began centralization March, 2010 with reorganizations within FMD, Compliance Division and TSD.
- FGIS had two groups within FMD stationed in Kansas City.

FMD Reorganization

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- Quality Assurance and Control Staff (QACS), under Ken Critchfield realigned out of FMD.

- Field Operations and Support Staff (FOSS), under Diane Palecek became Domestic Inspection Operations Office (DIOO) managed by Ron Metz.
 - Currently in Cedar Rapids
 - Eventually located in Kansas City

Compliance Division Reorganization

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QACS transferred to the Compliance Division in April, 2011. The Compliance Division was renamed the Quality Assurance and Compliance Division (QACD) with two branches.

- Investigation and Enforcement Branch (IEB) managed by Greg Tomas in Washington, D. C.
- Quality Assurance and Designation Branch (QADB) managed by Eric Jabs in Kansas City

QACS Responsibilities

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- Develop, implement, and oversee the quality assurance and control process.
- Review adequacy of local quality control processes and monitor conformance of the local plans.
- Analyze quality assurance data and, working with other internal and external groups, recommend action to resolve issues regarding the performance of the official system.
- Adjust monitor sample selections based on performance information. Default sample selections should be generated by IDW and QAQC data based on rules developed by GIPSA.
- Troubleshoot quality issues.
- Assure accuracy of periodic and annual reports of performance measures.

FOSS Responsibilities

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- Administer the licensing program.
- Administer the FGISonline applications assigned to FMD.
- Administer financial aspects for FMD (official agency billing, budget preparation and execution, monitor revenue/costs and prepare reports for FMD, administration of purchases and payments, and serve as liaison with the Budget and Planning Staff and other associated activities).
- Coordinate and manage Resident Agents in the grain program.

FOSS Responsibilities

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- ❑ Provide policy and procedural support to official service providers.
- ❑ Provide support for human resources in the field.
- ❑ Review and respond to compliance reviews and coordinate actions in response to these reports.
- ❑ Serve as primary contact for official service providers.

TSD Reorganization

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- Technical Services Division (TSD) renamed Technology and Science Division
- GSL managed by Alan Disch realigned under BAR managed by David Lowe in Kansas City

GSL Responsibilities

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- Inspect and input data for limited and targeted selected samples from service locations as a means to monitor performance of local quality plans.
- Prepare testing and training materials for the official system.
- Grade and score practical exam separations returned after tests are taken.
- Provide appeal inspection services.
- Assist BAR with training.

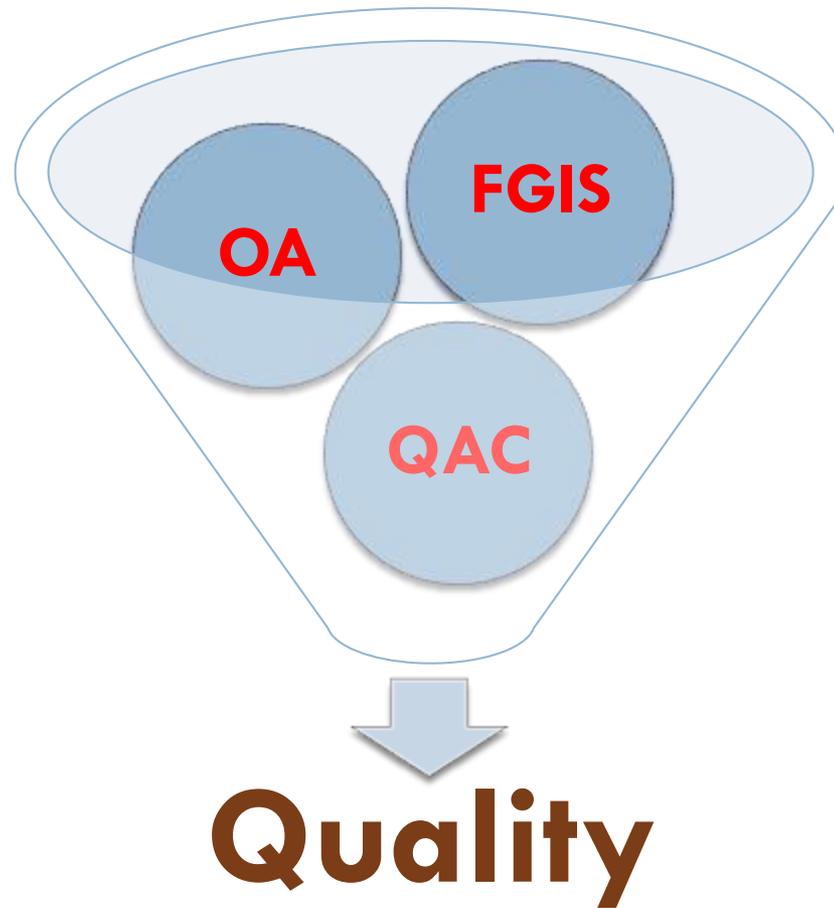
BAR Responsibilities

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- ❑ Directly monitor field office and agency QASs.
- ❑ Provide opinion services to OSPs.
- ❑ Directly monitor the GSL.
- ❑ Provide technical training when required.
- ❑ Analyze foreign complaints.
- ❑ Approve all VRIs and ILPs.
- ❑ Perform Board Appeals

So Why Are You Here?

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QAS/AQAS Viewpoint

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- Your assessment of how OA's and FGIS can ensure quality of inspection process:
 - What works? What doesn't?
- Learn current capabilities of QAC:
 - New reports/planned enhancements
- What data needs to be captured by QAC:
 - Types of inspection data
- What are your overall thoughts on centralization?

QAC Implementation

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FOSS Agencies	3/1/10
League City FO	9/21/10
Portland FO	10/7/10
Farwell SW	10/7/10
Northern Plains	10/15/10
Sacramento	10/27/10
Cal Agri	10/27/10
Minot	11/05/10
Olympia FO	12/15/10
Washington	12/15/10
McCrea	1/04/11
Cedar Rapids FO	1/14/11
Mid-Iowa Grain	1/18/11
Decatur Grain	1/18/11
Central Illinois	1/18/11
Kankakee Grain	2/07/11
Springfield Grain	2/07/11
Eastern Iowa	2/14/11
Central Iowa	2/14/11
Schaal	2/14/11
Keokuk	2/14/11
Champaign	2/14/11
Sioux City	2/14/11
New Orleans FO	2/25/11
Moscow	4/01/11

Montana	4/01/11
Utah	4/01/11
Idaho	4/01/11
Toledo FO	9/06/11
Columbus	9/13/11
Detroit	9/13/11
East Indiana	9/13/11
Frankfort	9/13/11
Indianapolis	9/13/11
Michigan	9/13/11
North Carolina	9/13/11
NE Indiana	9/13/11
Titus	9/13/11
Tri-State	9/13/11
Virginia	9/13/11
Wisconsin	9/13/11

Still to do:
Stuttgart F/O
JW Barton
Cairo
Mid-South
Ohio Valley

New Orleans
Alabama
Georgia
Louisiana
South Carolina

Current QAC Agency Monitoring

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Location	Agency	GSL	FO	DIIO
FOSS agencies	40%	60%		
New Orleans agencies			100%	
Stuttgart agencies			100%	
Cal Agri/Farwell (Rice)	40%	60%		
Cedar Rapids agencies	40%			60%
Cal Agri/Farwell (Grain)	40%			60%
Moscow (Montana)	20%		80%	
Moscow (Utah)			100%	
Moscow (Idaho)			100%	
Toledo agencies	20%		80%	

Current QAC Field Office Monitoring

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Location	Agency	GSL	FO	DIIO
Grand Forks Originals		60%	40%	
Moscow Originals		60%	40%	
League City Originals		60%	40%	
Toledo Originals		60%	40%	
New Orleans Originals		60%	40%	
Portland Originals		60%	40%	
Stuttgart Originals		60%	40%	
Washington Originals	100%			