(signature)

Department of Transportation

Quality Assurance Reporting

AUTHORITY: Section 20.23(3)(a) and 334.048(3), Florida Statutes

STATEMENT OF POLICY:

It is the policy of the Florida Department of Transportation (Department) to use a consistent and standardized approach to Quality Assurance reporting. To ensure this, the Central Office Organizational Development Office (ODO) has developed and will maintain the Quality Management Dashboard (QMD) within the ODO SharePoint site.

PURPOSE:

This policy and procedure establishes minimum operating standards and procedures to be used by all Department employees whose responsibilities include Quality Assurance reporting or reviews.

SCOPE:

All Department employees who are responsible for conducting and/or responding to a Quality Assurance Review (QAR).

DEFINITIONS:

Corrective Action: Addresses the area(s) of non-compliance or concern within a QAR.

Measure of Effectiveness (MOE): A benchmark designed to assess the achievement of an objective or desired result for the specific process or system under review.

Non-compliance: Means that the measure of effectiveness was not met, and a corrective action will need to be completed to meet it.

Quality Assurance Review (QAR): The process the Department uses to ensure designated processes meet all applicable requirements.

Quarterly Compliance Report: The report created by ODO that contains a list of offices/program areas that have conducted QARs for the given quarter, and the result of those reviews.

PROCEDURE:

1. DEVELOPMENT AND MAINTENANCE OF THE QUALITY ASSURANCE REPORTING SYSTEM:

ODO has developed and will maintain the QMD. ODO will also maintain a current list of all offices responsible for conducting QARs, along with the dates and frequency of those reviews. This information will be provided to ODO by the functional areas that conduct QARs.

2. ENTERING, APPROVING, AND ACKNOWLEDGING QAR's IN THE SYSTEM

Functional unit employees assigned Quality Assurance reporting responsibility shall input reviews into the QMD in accordance with required QAR schedules and findings. This data shall identify key processes, review team(s) and process/program administrators, success measures, performance targets, and review schedules, etc. As QARs are completed, functional unit employees shall enter findings for any areas of non-compliance or concern. These findings shall be communicated to the affected employees within the reviewed unit.

Reviewed unit employees shall acknowledge, implement, and monitor/update the progress of action plans within the QMD.

3. MONITORING CORRECTIVE ACTIONS

ODO shall monitor corrective action target dates and status, and prepare a quarterly compliance report with corrective action status updates for Executive leadership's review.

TRAINING

ODO has developed a computer-based training (Quality Management Dashboard CBT) on the Department's learning management system. ODO shall provide other relevant training and development opportunities; including but not limited to instructor led training

courses, consultation services, and other resources that support the needs of the target audience.

FORMS

There are no forms associated with this procedure.