

Pitfalls of QA

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Organization

- How a quality assurance program is organized is completely dependent on the objectives of the agency.
 - Team vs. 1 person
 - Supervisors vs. peers
 - Creating own program vs. commercial program

QA team

- Spreads work around
- More people to provide ideas and support
- Provides more opportunity for additional responsibility
- Decreased focus
- Can lack in consistency
- Less accountability

1 QA Person

- Increased consistency
- Increased accountability
- 1 person responsible for all work
- Increased focus
- Less opportunity for increased responsibility
- Fewer people to provide new ideas

Supervisor/Manager

- Comes from authority figure
- Less bias
- More time to complete duties
- Unrealistic expectations (too high)
- Too far removed from line position

Peer

- Comes from equal
- Less removed from line position
- More bias
- Possible harder to schedule to complete duties
- Appropriate expectations

Creating Program

- Less expensive
- More easily personalized/flexible
- More time consuming
- May not be recognized as valid by other entities

Commercial Program

- Recognized as valid by other entities
- May be less time consuming
- More expensive
- Not as flexible

Decisions

- There is no completely right or wrong answer, each aspect must be considered in relation to what each agency desires to achieve and can manage.

Must Haves

- Clear cut policy and procedure
 - To describe program
 - Define process
 - Define acceptable levels of performance
 - Define areas of review
 - Define grading scale
 - Removes subjectivity

Personnel Concerns

- Feel threatened
 - Believe this will affect employment status
 - Believe their decisions will be continually questioned
- Do not understand expectations
- Do not see results
- Believe goals are unreasonable

Must Haves

- Personnel need to be aware of what is needed to achieve good score
 - Go over process with personnel
 - Distribute expectations and areas reviewed
 - Make clear what acceptable levels of performance are

Must Haves

- Buy in is needed from personnel for program to work
 - Set obtainable goals, increase gradually
 - Maintain confidentiality
 - Keep an open mind-understand that personnel may have a good reason for deviating
 - Listen to needs and suggestions from personnel

Results

- Use results to train, not discipline
 - Demonstrate correlation between training and improved scores
- Foster friendly competition
- Give awards and recognition
- Be aware that not everyone will improve at the same speed or at all
 - Don't get discouraged!