

REAL ESTATE SUBPLAN

1. Purpose. This guideline provides the general policies and procedures for the execution of quality control (QC) activities in the Real Estate Division of the Detroit District, Great Lakes and Ohio River Division. It constitutes Detroit District Real Estate Division's Quality Control Plan (QCP). Additionally, it generally defines the roles and responsibilities of the Great Lakes and Ohio River Division in its quality assurance (QA) role. This subplan supplements and is included as a subplan to the Detroit District's Quality Management Plan.

2. References

- a. ER 405-1-12, Real Estate Handbook, dated 20 November 1985
- b. HQUSACE Real Estate Policy Guidance Letters
- c. Memorandum, CEORD-ET-R, 11 July 1996, Subject: Real Estate Quality Control Plans
- b. Memorandum, CEORD-ET-RD, 1 August 1996, Subject: Real Estate Quality Assurance and Quality Control Plans
- c. Memorandum, CEORD-ET-R, 8 August 1996, Subject: Quality Control Plan for Condemnation Assemblies

4. Project Management and Personnel. The Chief, Real Estate Division is responsible for quality control of technical real estate products in support of the Project Manager (PM) with administration of the Detroit and Buffalo Districts. The Real Estate Division generates a Quality Control Plan (QCP) by each Project Manager. The Project Manager is the individual assigned responsibility for guiding the development of Real Estate products, the coordination of activities with other technical organizations, and with the customer inside (or outside) the Corps of Engineers. The PM is normally a Realty Technician, Realty Specialist, Branch Chief, or the Study Team member. The Real Estate Directorate at the Great Lakes and Ohio River Division offices is responsible for conducting quality assurance activities to ensure district compliance with the QCP and for recommending changes to the quality management process.

5. Format Requirements. The Real Estate Division takes pride in its efforts to provide a full array of real estate services in the contribution to the Districts' balance of commercial, public recreational and private use of the Great Lakes and connecting channels. To meet this goal, the Detroit District has mandatory QCP requirements to

meet all District prerequisites. These requirements apply to appraisal, acquisition, planning and control, and management and disposal actions supporting the real estate mission in the Detroit and Buffalo Districts. In addition, the use of the QCP checklist-- as developed by Division offices--is used to ensure quality control of its various products.

6. Quality Process. The quality process is integrated into the development of products and is customer-focused. Since technical review is the responsibility of the District, it is interwoven in all aspects of District work leading to continuous improvement and quality products. The level of detail of the quality process depends on factors such as risk, complexity and cost. These are related to any given product and are considered when making a decision. The ultimate goal is customer satisfaction by providing the highest quality of service in a professional and timely manner.

7. Real Estate Products, Services and Applicability. The quality management process applies to all Real Estate services and products, including those Real Estate sub-products which are integral parts of decision and implementation documents developed as part of the planning and engineering programs. Detroit District Real Estate Division will maintain a QCP for each of the applicable real estate products produced and listed in Exhibit B-4-1. All QCPs must be documented, are audit friendly for QA purposes, show clear accountability for each component of the QCP, and are designed to produce desired quality consistency. For those products that are currently sent to Division for approval or for review and transmittal to higher authority, the QCPs contain, as a mandatory minimum, the elements contained in the examples distributed by references 2c, 2d and 2e. All such products when sent to Division are accompanied by the QCP.

8. Lessons Learned Process. Significant issues, problems, efficiencies (or inefficiencies encountered) in the production and use of a product present substantial opportunities in the learning experience. Each Branch in the Real Estate Division will adopt its own lessons learned process. The foundation of each Branch's process will be disseminated to all who could benefit from the information. Methods of dissemination include Branch meetings, electronic mail, memoranda for record, and contact with other Real Estate Divisions and Directorates.

TABLE OF QCP REQUIREMENTS

The following is a list of real estate products which require a QCP. Next to the product is the required QCP approval level (LRD, D=District), and the approval level for the product (DA=Department of the Army, H=Headquarters, LRD, D=District). Under some circumstances, it may be necessary to prepare a custom QCP for a real estate product; LRD will notify the Districts in advance where it deems this to be appropriate.

Product Type	QCP Approval Level	Product Approval Level
Real Estate Planning Documents (Civil)	LRD	H ₁
Appraisals and Appraisal Reviews.	LRD	H ₁
Attorney's Final Title Opinions	LRD	LRD
Attorney's opinions of Compensability	D	D
Deeds and Closing Documentation	D	D
Offers to Sell Real Property/Easements	LRD	H ₁
Negotiator's Reports	D	D
Relocation Agreements	D	D
Title Evidence	D	D
Condemnation Assemblies	LRD	H
Encroachments	LRD	H ₂
Executive Order Surveys	LRD	H ₃
Utilization Evaluations	D	D
Compliance Inspections	D	D
Outgrants	LRD	H ₁
Disposals/Deeds88	LRD	DA ₂
Annexation	LRD	H
Retrocession	LRD	H
Legal Descriptions	D	D
Real Estate Project Maps	D	D
Title 10 Acquisition Reports	LRD	H
Military Inleases	D	D
BRAC Disposals	LRD	H
Real Estate Planning Documents (Military)	LRD	H