Data Driven Quality Assurance & Quality Control

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Overview

- What problems did we find with our QAQC system?

- How are we solving those problems?

- How are we using the data?

- What do programs need to support a data driven QAQC system?

Terms

- Quality Control

- Quality Assurance

- Data Driven

What are problems arose in our QAQC systems?

Previous QC System Structure

- Single QC rating for inspection
- Often rated measures, too
- Ratings supported by detailed notes

QC Ratings Limited QA

- Ratings were too high level
- Did not identify specific problems
- Limited ability to capture quantity and severity of problems
- Difficult to compare contractors

How are we solving those problems?

New QAQC System Structure

- Shifted rating to task level
- All tasks are not equal
- Generate quantitative rating
- Did not reinvent the wheel

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How do we use the data?

Use of Data

- Enhance contractor awareness of quality

- Evaluate contractors

- Evaluate inspectors

- Identify retraining needs

- Manage and motivate contractors

What does a program need to support a data driven QAQC system?

Structure to Support System

- Participation Agreement
- Technical Standard
- Contractor Training
- Inspector Training & Monitoring
- Database
- Reporting
- Benefits