

**2007/08 Forest and Range Evaluation Program
Quality Management
Work Plan**

FREP Quality Management Team



May 2007

Table of Contents

1. Introduction	3
2. Work Packages	4
3. Timeline and Budget.....	9
4. Deliverables and Evaluation	10

FREP Vision:

Sustainability of Forest and Range Resources Through Science and Stewardship

FREP Mission:

To be a world leader in resource stewardship monitoring and effectiveness evaluations; providing the science-based information needed for decision-making and continuous improvement of British Columbia's forest and range practices, policies, and legislation

1. Introduction

This work plan lays out the general goals and the specific deliverables for the 2007/08 fiscal year. All the FREP quality and data management work will have defined deliverables and target dates so that a year-end evaluation and report can be produced to further improve all aspects of the program.

The goals of this quality management work plan are aligned with the FREP program work plan and those of the branch, ministry, and government. This alignment of goals is evident in the FREP vision and mission statement.

For fiscal 2007/08, we have the following goals and their deliverables to achieve:

- 1. To implement a Progressive Excellence Program (PEP) levels 2 and 3 NQI framework in FREP as part of overall quality management**
- 2. To implement best practices in FREP IMS development and testing (FREP IMS working group)**
- 3. To manage FREP data – data and paper field cards (primary responsibility of FREP data team)**

This work plan organizes the above goals into work packages with deadlines in section 2. In section 3, all deadlines are combined for an overall view for the year. The budgets for all the work packages are also estimated in this section. Finally, the evaluation for all work packages and deliverables are laid out for continuous improvement in the annual quality management report.

2. Work Packages

Goal 1: To implement a Progressive Excellence Program levels 2 and 3 NQI framework in FREP as part of overall quality management

1.1 NQI PEP Certification and Application

Level 2 application and site visit

Description	PEP level 2 criteria implementation and application	Level 2 application 1-day site visit from NQI
Activity	<ul style="list-style-type: none"> -internal and external surveys to staff, consultants, and stakeholders -prepare application and improvement plan -review by quality management team -review by manager and executive 	<ul style="list-style-type: none"> -prepare documentation as per level 2 application and criteria -coordinate the 1-day agenda with NQI -follow up on the implementation of the improvement plan
Deadline	June 30, 2007	September 30, 2007

Level 3 application and site visit

Description	PEP level 3 criteria implementation and application	Level 3 application 2-day site visit from NQI
Activity	<ul style="list-style-type: none"> -establish focus group for FREP -summarize and debrief results to teams -apply and improve plan preparation -review by quality management team -review by manager and executive 	<ul style="list-style-type: none"> -prepare documentation as per level 3 application and criteria -coordinate the 2-day agenda with NQI (both Victoria and district office visit) -follow up on the implementation of the improvement plan
Deadline	April 30, 2008	June 29, 2008

1.2. Training for Quality Management

Training for quality management is primarily for the members of the FREP quality management team.

Process mapping training – introduction

Description	Process mapping is a tool for FREP QMT and data team members to logically map out a process and standardize it. Process mapping enhances communication and coordination among team members, and complements project management.
Activity	-2 process mapping courses offered by NQI in Victoria or in Vancouver
Deadline	March 31, 2008

Root-cause analysis training

Description	Root-cause analysis is an operational quality assurance method that provides a logical sequence of error detection, analysis, and investigation techniques. It is a vital tool for quality improvement projects.
Activity	-Course may include the use and practice of affinity diagrams, fishbone charts, improvement cycles, and process reviews, and review of the process maps.
Deadline	March 31, 2008

NQI Certified Excellence Professional and Certified Excellence Leader program

Description	NQI's personnel training leads to a widely recognized professional designation. Levels 1 to 3 qualify a Professional designation and levels 4 and 5 qualify a Leader designation.
Activity	-6 courses for level 1 -11 courses for level 2 -10 courses for level 3 -4 courses and a 6-month coaching program for level 4 -5 courses and 1-year coaching program for level 5
Deadline	Levels 1 and 2 – March 31, 2008 Level 3 – March 31, 2009 Levels 4 and 5 - 2011

1.3. Quality Control Protocols

Description	Quality control protocols define the standard processes
Activity	-FREP and RSM training -FREP data management process map -FREP quality indicators and data collection -FREP “how to implement improvement plans” -Large meetings and evaluation process -FREP publication review and approval -FREP internal data control forms and logs
Deadline	Continuous update and March 31, 2008

Improvement plan tracking

Description	A simple database that tracks all the improvements suggested to date, organized by categories and priorities.
Activity	-Continuous update and implementation of all improvement items – both long and short terms.
Deadline	Deadline as per improvement plan. No deadline for the tracking system

1.4. Promotion on Quality Management

Awareness at district level

Description	Promotion of quality management culture and principles to all of FREP staff
Activity	-Send awareness memo and promotional brochures about FREP quality management and NQI to districts
Deadline	Ongoing for fiscal 2007

Buy-in and support at district level

1.5 Premier’s Award

Category: Organizational Excellence

Description	Application for the Premier’s Award
Activity	-Prepare application -Review and approval application
Deadline	October 18, 2007 (estimated)

Goal 2: To implement best practices in FREP IMS development and testing (FREP IMS working group)

2.1. Data Quality Technology Implementation

Certify with FREP IMS

Description	Implementing data quality technology in FREP IMS to achieve excellence in quality
Activity	-Evaluate the data quality software with IMG -Demonstrate software to FREP IMS working group -Pilot data quality software in FREP IMS
Deadline	Release 3 (October 25, 2008) and 4 of FREP IMS

Business rules and data quality rules management

Description	Management of FREP IMS business rules and Certify data quality rules
Activity	-Translate FREP IMS business rules into Certify data quality rules -Document new rules and modify rules -Improve reciprocal rules using PDSA process
Deadline	Ongoing

2.2 Quality Assurance Data

QA site visit methodology

Description	QA site visit process and method revision
Activity	-Revise QCP 1 – QA site visit process and method
Deadline	July 13, 2007

QA data summary, comparison, and reporting

Description	Data collected under QCP 1 – QA site visit
Activity	-Trained experts will collect data -Input data in FREP IMS -Analyze and summarize data -Report data
Deadline	December 28, 2007

Goal 3: To manage FREP data – data and paper field cards (primary responsibility for FREP data team)

3.1 Checklist and Data Management

Field cards, guide, and protocols for 2008

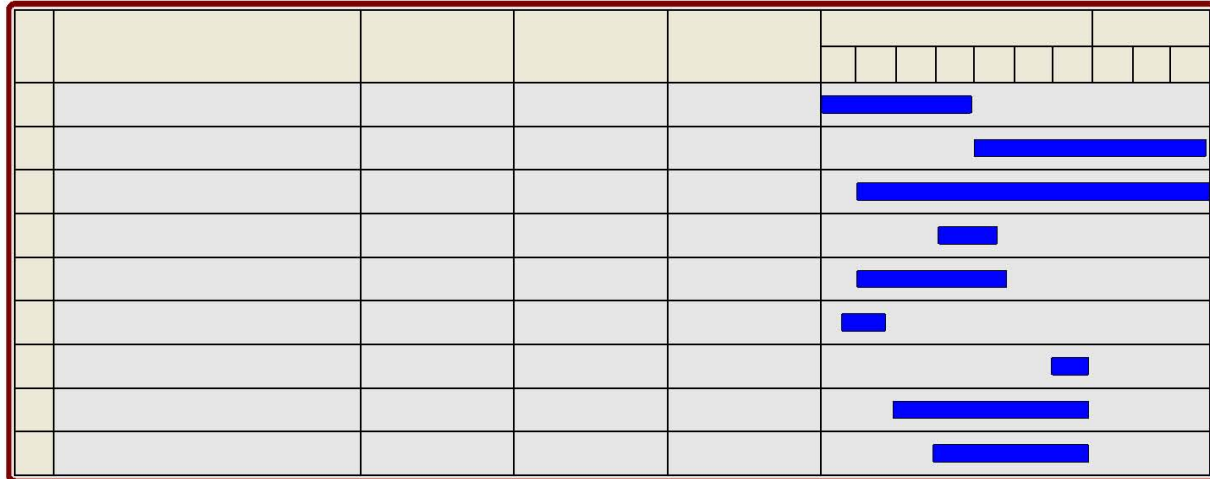
Description	Overall organization and coordination of field cards and materials – design, review, revision, proof, production, and mail out
Activity	-Team lead to review and redesign the field card, guide, and protocols (September 2007) -Graphics designer provides formatting and incorporates changes -Team lead reviews the proof -Data coordinator sends to print and mails to districts and for training
Deadline	December 28, 2007

Data entry, validation, and verification

Description	Team leads and trainers review the data on field cards	Entering data in FREP IMS (Victoria)	FREP data team verifies the data entry accuracy
Activity	- Team lead and trainers use maps, SP and communication with field staff to validate the process accuracy of data collection	- Data not entered by district staff will be entered in FREP IMS by Victoria staff	- FREP data team will sample a percentage of field cards in FREP IMS for data entry accuracy
Deadline	October 30, 2007	November 30, 2007	December 21, 2007

3. Timeline and Budget

This table gives the overall view of key tasks and their timelines. Some projects will be completed by the end of this fiscal year, and some will continue into next fiscal year. The NQI professional designation will be achieved in 2011.



The 2006/07 quality management annual report estimated the following break down for the 2007/08 budget. The details of actual budget consumption will be described in the 2007/08 annual report.

	\$
	Projected 2007/08
Training and Quality Management courses	5,000
Travel for training	3,000
Books, manuals, and standards	1,500
QA site visits and data	10,000
Data entry	10,000
Data cleaning	5,000
Data verification	10,000
Data quality solution for FREP IMS (methodology and technology)	10,000 (for data quality rule programming)
NQI levels 2 and 3 application fee	10,000
Total	\$64,500

4. Deliverables and Evaluation

This table evaluates the accomplishment of 2007/08 projects in this work plan. Continued from the 2006/07 work plan and annual report, this table will be completed in the 2007/08 annual report. The continuous improvement notes from last year have been incorporated in the improvement plan tracking system and in this work plan.

Task/Project	Target completion date dd/mm/yyyy	Actual completion date	Status/action required	Continuous improvement
1. NQI PEP level 2 certification	30/09/2007			
2. NQI PEP level 3 certification	29/06/2008			
3. Quality management training	30/03/2008			
4. Quality control protocols	30/03/2008			
5. Improvement plan tracking system	01/07/2007 and ongoing			
6. Quality management promotion and buy-in	Start on 01/07/2007 and ongoing			
7. Premier's Award application	18/10/2007			
8. Data quality project with FREP IMS	25/10/2007 and ongoing			
9. QA site visit and data	28/12/2007			
10. FREP field cards, guides, and protocols	28/12/2007			
11. FREP checklist management	21/12/2007			