

**2009/10 Forest and Range Evaluation Program  
Quality Management  
Work Plan**

FREP Quality Management Team



**FREP**  
Forest & Range  
Evaluation Program



June 2009

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### **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 goals and specific deliverables for the 2009/10 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 will be produced outlining further improvement of all aspects of the program.

The goals of this quality management work plan are aligned with the FREP program work plan and those priorities of Forest Practices Branch, the Ministry of Forest and Range, and the government. This alignment of goals is evident in the FREP vision and mission statement.

For fiscal 2009/10, we have the following goals and their deliverables to achieve:

- 1. Integrate the 2008/09 QA results into the 2009/10 FREP Improvement Plan**
- 2. Assess and prepare for the National Quality Institute Progressive Excellence Program (PEP) level 4 certification**
- 3. Implement data quality software (Certify) for FREP IMS**

This work plan organizes the above goals into work packages with deadlines in Section 2. In Section 3, all deadlines and estimated budgets are listed for the fiscal year. 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:

### Integrate the 2008/09 QA results into the 2009/10 FREP Improvement Plan

#### 1.1 2009/10 FREP Improvement Plan

##### NQI Level 3 Improvement Plan

<b>Description</b>	Implementation of NQI level 3 Improvement Plan
<b>Activity</b>	<ul style="list-style-type: none"> <li>The level 3 improvement plan is the 2008/09 improvement plan. The plan is organized using strategic themes and is included in the FREP's overall work plan: <a href="http://www.for.gov.bc.ca/hfp/frep/site_files/pmgmt/PM-FREP_Workplan_Jul-04-08.pdf">http://www.for.gov.bc.ca/hfp/frep/site_files/pmgmt/PM-FREP_Workplan_Jul-04-08.pdf</a></li> <li>The FREP overall work plan explains how and what FREP is implementing for 2008/09, based on the learning from the NQI level 3 assessment.</li> </ul>
<b>Deadline</b>	March 31, 2010 and on-going for some items in the improvement plan

##### 2009/10 FREP Improvement Plan

<b>Description</b>	Implementation of FREP 2009/10 Improvement Plan
<b>Activity</b>	<ul style="list-style-type: none"> <li>Group discussion to prioritize the action items</li> <li>Regular review and monitor the Improvement Plan</li> </ul>
<b>Deadline</b>	March 31, 2010 and on-going for some items in the improvement plan

#### 1.2 NQI promotion and education within FREP

##### NQI promotion and education within FREP

<b>Description</b>	NQI and quality management promotion within FREP
<b>Activity</b>	<ul style="list-style-type: none"> <li>promote to staff the concept and awareness of quality management and best practices</li> <li>continue quality management training and introduce proven management methodology to the quality management team</li> <li>contribute in the FREP newsletter</li> </ul>
<b>Deadline</b>	March 31, 2010 and on-going for some items in the improvement plan

#### 1.3 NQI promotion and education with other organizations

NQI promotion and education with other organizations

<b>Description</b>	NQI and quality management promotion with other organizations
<b>Activity</b>	FREP Quality Management Team helps NQI to promote quality management in BC. Current projects include BC Courts and a Community of Practices forum in the BC Public Service.
<b>Deadline</b>	March 31, 2010 and on-going for some items in the improvement plan

## **Goal 2:**

### **Assess and prepare for the National Quality Institute Progressive Excellence Program level 4 certification**

#### **2.1. Level 4 readiness assessment**

FREP Quality Management Team assessment

<b>Description</b>	The FREP Quality Management Team will assess the program using NQI level 4 criteria
<b>Activity</b>	The FREP Quality Management Team will need to conduct a preliminary assessment on FREP using the NQI level 4 criteria. Strength and gaps will be identified so that the team can decide whether to apply for level 4 certification in 2010.
<b>Deadline</b>	June, 2009

#### **2.2 Level 4 application**

Level 4 application

<b>Description</b>	FREP applies for the National Quality Institute Progressive Excellence Program level 4 certification and the Canada Award for Excellence - Gold Trophy
<b>Activity</b>	The selected FREP Quality Management Team members will conduct a formal quality assessment using level 4 criteria. The summary of the assessment will form the level 4 application to NQI.
<b>Deadline</b>	Quality assessment: March 31, 2010 Level 4 application: April 30, 2010

#### **2.3 Level 4 site visit**

Level 4 site visit/verification preparation

<b>Description</b>	NQI site visit/verification for level 4 application
<b>Activity</b>	NQI sends a panel (3 people) to Victoria for site verification. The verification exercise includes interviews with different groups of FREP. The panel will also review key FREP documentation and

	report to NQI headquarters their findings and recommendations for level 4 application and candidacy for the Gold Trophy of the Canada Award for Excellence
<b>Deadline</b>	June 30, 2010

### **Goal 3: Implement data quality software (Certify) for FREP IMS**

#### **3.1 Data quality report cards**

Report cards for FREP IMS release 4.0

<b>Description</b>	With FREP IMS release 4.0, Certify will test the business and data quality rules (new and existing rules) against existing data to produce data quality report cards
<b>Activity</b>	Before release 4.0, Certify will report data quality with existing rules for Biodiversity and Riparian checklists. After release 4.0, Certify will report data quality for Biodiversity, Riparian and Water Quality checklists. This will be the first time we can monitor system release impacts on data quality, capture of all business and data quality rules, and give flexibility to enter non-conforming data into IMS (with justification)
<b>Deadline</b>	October 20, 2009 and November 20, 2009

Report card for the field season

<b>Description</b>	At the end of the field season, Certify will report data quality
<b>Activity</b>	Before transferring data for analysis, Certify will run all the programmed tests against all data sets in FREP IMS. The respective team leads will each have a data quality report card for their resource value to help them with data analysis and reporting
<b>Deadline</b>	January 30, 2010

Report card for special projects

<b>Description</b>	Certify will produce data quality report cards for special projects that uses a limited set of FREP IMS data
<b>Activity</b>	On a project basis, Certify will produce data quality reports for FREP's special or intensive evaluation projects. The data set may be a limited set of data from FREP IMS, or it may be an overall data quality report card that gives the project confidence and creditability.
<b>Deadline</b>	Various deadlines as scheduled by special projects

### 3. Budget

The 2009/10 quality management work plan estimated the following break down for the 2009/10 budget. The details of actual budget consumption will be described in the 2009/10 annual report.

	<b>\$</b>
Funded Project	<b>Projected 2009/10</b>
Data quality solution for FREP IMS (process maps, protocols and administration of Certify)	12,000
NQI levels 4 application (application, site visit and award ceremony fees)	18,000
<b>Total</b>	<b>\$30,000</b>

## 4. Deliverables and Evaluation

This table evaluates the accomplishment of 2008/09 projects in this work plan. Continued from the 2008/09 work plan and annual report, this table will be completed in the 2009-10 annual report. The continuous improvement notes from last year have been incorporated in the improvement plan tracking system and in this work plan.

<b>Task/Project</b>	<b>Target completion date dd/mm/yyyy</b>	<b>Actual completion date</b>	<b>Status/action required</b>	<b>Continuous improvement</b>
1.1 NQI level 3 and 2009/10 Improvement Plan	March 31, 2010 and on-going			
1.2 NQI promotion and education within FREP	March 31, 2010			
1.3 NQI promotion and education with other organizations	March 31, 2010			
2.1 Level 4 readiness assessment – QMT assessment	June 2009			
2.2 Level 4 application	April 30, 2010			
2.3 Level 4 site visit	June 30, 2010			
3.1 Data quality report card	October 20, 2009			