

**2008/09 Forest and Range Evaluation Program  
Quality Management  
Annual Report**



**FREP**  
**Forest & Range  
Evaluation Program**



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**Member Membre**  
National Quality Institute Institut national de la qualité

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### **The 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 annual report summarizes all quality-related resources and activities for the Forest and Range Evaluation Program (FREP) for the fiscal year 2008/09 ending March 31, 2009. This report tracks the financial resources allocated and spent on quality management. The accomplishments for the fiscal year are also described. Based on the work plan and this annual report, the quality management team makes the recommendations for continuous improvement at the end of this report.

## 2. Resources on Quality Management

The resources allocated to FREP quality management are presented in the table below. Projected resources for 2008/09 are estimated based on the current Quality Management Work Plan. Starting from the 2008/09 fiscal year, data management activities (data entry, validation, verification, cleaning and analysis) are assessed separately, in the data management report and will not be included as part of the quality management resource allocation.

### *Financial*

	<b>Projected 2008/09</b>	<b>Actual 2008/09</b>
Data quality solution for FREP IMS (process maps, protocols and administration of Certify)	12,000	14,350
NQI levels 3 application (application, site visit and award ceremony fees)	18,000	13,500
<b>Total</b>	<b>\$30,000</b>	<b>\$27,850</b>

### **Data quality solution for FREP IMS (methodology and technology)**

Working with Dr. Marla Weston and Tom Fulton at IMG, the data quality project is progressing as scheduled. At the IMS release 3 (May 2008), we completed the protocol on running the data quality software (Certify). At release 4 (Oct 2008) we captured and tested the Riparian and Biodiversity resource values business rules in Certify. The intention was to run these tests before and after the releases, so that data quality and the integrity can be maintained. We see this data quality software giving us the ability to monitor data quality in real time. We have completed the majority of the tests and programming in Certify. However, the project is delayed for several months. We will complete review about the tests and continue to prepare for the first data quality report card in 2009/10.

### **NQI level three application and site verification fee**

These are the fees associated with NQI level three application and its site verification. The fees cover NQI's review on our level three application, and the costs for the verification panel to travel to Victoria for the one day verification exercise.

## **3. Accomplishment**

As we are going into the 5<sup>th</sup> year of the FREP program, quality management and the program management have progressed and several key accomplishments are described below.

### **FREP strategic plan and strategic themes with NQI criteria**

In the area of strategic planning, FREP has aligned and integrated its strategic plan with those of NQI's quality drivers and criteria. As a result, six strategic themes are produced. They are:

1. Clarity of Priorities
2. Leadership
3. People Focus
4. Program Development and Implementation
5. Continuous Improvement and Critical Reflection
6. Communication, or Influencing Change through Collaboration and Information Sharing

NQI's quality driver and criteria are flexible in ways to accommodate each organizations' business and technical operations. Therefore, we are able to study NQI's criteria, government's priority, Ministry's Service Plan and stakeholders' feedback to produce a plan of our own. You can find the most recent strategic plan by clicking:

[http://www.for.gov.bc.ca/hfp/frep/site\\_files/library/FREP\\_5yr\\_Strategic\\_Plan\\_Sep\\_t2007.pdf](http://www.for.gov.bc.ca/hfp/frep/site_files/library/FREP_5yr_Strategic_Plan_Sep_t2007.pdf)

### **NQI level three certification and the Silver Award of the Canada Awards for Excellence**

In the level three application, the program demonstrated good progress in many strategic themed areas. In the three year trend analysis and comparison, the program improved in areas of leadership, people focus, clarity of priorities, and program implementation. The level three application also indicated that communications is a key area for improvement. The FREP communications team

leads the improvement effort targeting audience such as government agencies, professionals, academia, and the general public.

After a one-day site verification exercise, the panel awarded the program with level three certification on July 2, 2008. John Perry, the NQI quality guru, reviewed FREP's level three application and verification results. He deemed the program's achievement worthy of the Canada Awards for Excellence. On October 23, 2009, the program received the prestigious Silver Award of the Canada Awards for Excellence in Toronto. Agathe Bernard from the Nadina Forest District, Sean Muise from Haida Gwaii Forest District, Nancy Densmore and Thomas Chen from Forest Practices Branch represented the program and attended the conference.

FREP recognized the extra effort needed to move from level three to level four certification. The program is to prepare for the level four application in 2009/10. During the 2009/10 year, the Quality Management Team will promote widely the work on quality management, initiate a "Community of Practices" in the Government, and continue with the formal mentoring and practices-sharing with BC Courts Service. The application for level four application starts January 2010. The Quality Assessment will be completed before February 28, 2010. The application deadline is April 30, 2010 and the site verification to be completed before June 30, 2010.

You can find the complete NQI applications and quality assessment results using this link: <http://www.for.gov.bc.ca/hfp/frep/qmgt/index.htm>

### Data quality report card and trending

The project to implement the data quality software, Certify, is still progressing. As of the end of 2008/09 fiscal, we have completed the data quality protocol. The protocol explains the process how a data quality rule is created, how to validate, program and run to produce a data quality report card. Currently we are writing the data quality dictionary to reflect in plain English what the rules meant for resource values such as Stand-level Biodiversity, Fish and Riparian, and Water Quality.

### Deliverables and Evaluation

Task/Project	Target completion date	Actual completion date	Status/action required	Continuous improvement
<b>1.1 NQI PEP level three improvement plan</b>	March 31, 2009 and on-going	March 31, 2009 and on-going	Process and action plan followed in the 2009/10 FREP work plan	
<b>2.1 Level four assessment</b>	December 19, 2008	To be continued on December 19, 2009	Quality assessment completed for 2008/09. Quality assessment report to be release in April 2009.	Incorporate assessment report and the improvement

				plan in the 2009/10 FREP annual work plan.
<b>2.2 Level four application</b>	March 31, 2009 and April 30, 2009	To be continued in 2010	Not applicable	Not applicable
<b>2.3 Level four site visit</b>	June 30, 2009	To be continued in 2010	Not applicable	Not applicable
<b>3.1 Data quality software protocol</b>	August 30, 2008	October 17, 2008	Posted on SharePoint site and being followed	Process is being followed for the first time
<b>3.2 Data quality report card</b>	October 20, 2008	Continued and expected to be completed by May 2009	Still progressing with data quality dictionary	

#### 4. Quality Indicators and Trend

FREP embraces continuous improvement and project management. One way to keep track of successes and identify areas for improvement is to summarize the data yearly and present it in a very clear and easy-to-understand format. Adopting from NQI's best practices, the quality management team is designing a set of key indicators for all strategic themes. The indicators are data summarized from various surveys and evaluations, mainly the yearly quality assessment. The graph below shows the average ratings of two years' quality assessment. The scale is 1 to 5, 1 being the lowest and least satisfied, 3 being neutral or indifference, and 5 being highest and most satisfied. The ratings need to be studied with the qualitative comments, where proper context is provided.

**Average Rating by Question  
for 2007/08 and 2008/09 FREP Quality Management Assessment**

