

**2009/10 Forest and Range Evaluation Program
Quality Management
Annual Report**



FREP
**Forest & Range
Evaluation Program**



June 2010



Member Membre
National Quality Institute Institut national de la qualité

Table of contents

1. Introduction	2
2. Resources spent on Quality Management	2
Financial	2
3. Accomplishment	3
4. Quality Indicators and Trend.....	4

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 2009/10 ending March 31, 2010. 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.

In the 2009/10 year, the Ministry faced significant resource constraints; hence travel and contracting spending are reduced and/or cancelled.

2. Resources spent on Quality Management

The resources allocated to FREP quality management are presented in the table below. Projected resources for 2009/10 are estimated based on the current Quality Management Work Plan. While no contract funding was spent on the two main projects listed below, internal staff, including the resource value team leaders, spent great amount of time in peer-reviewing the data, validating the logics, enter data into Information Management Systems, and debrief each other the lesson learned, in preparation for next year's training and data collection. Quality is embedded in the daily work.

Financial

	Projected 2009/10	Actual 2009/10
Data quality solution for FREP IMS (process maps, protocols and administration of Certify)	\$12,000	project suspended
NQI levels 4 application (application, site visit and award ceremony fees)	\$18,000	application delayed for one year
Total	\$30,000	0

3. Accomplishments

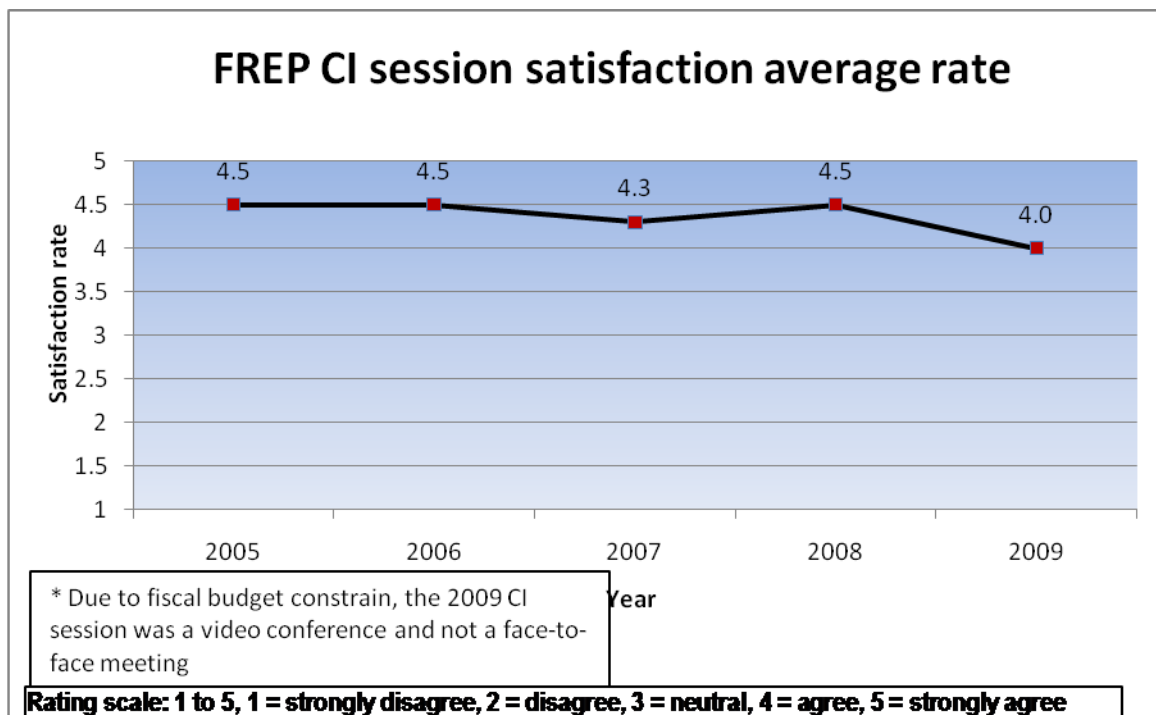
Deliverables and Evaluation

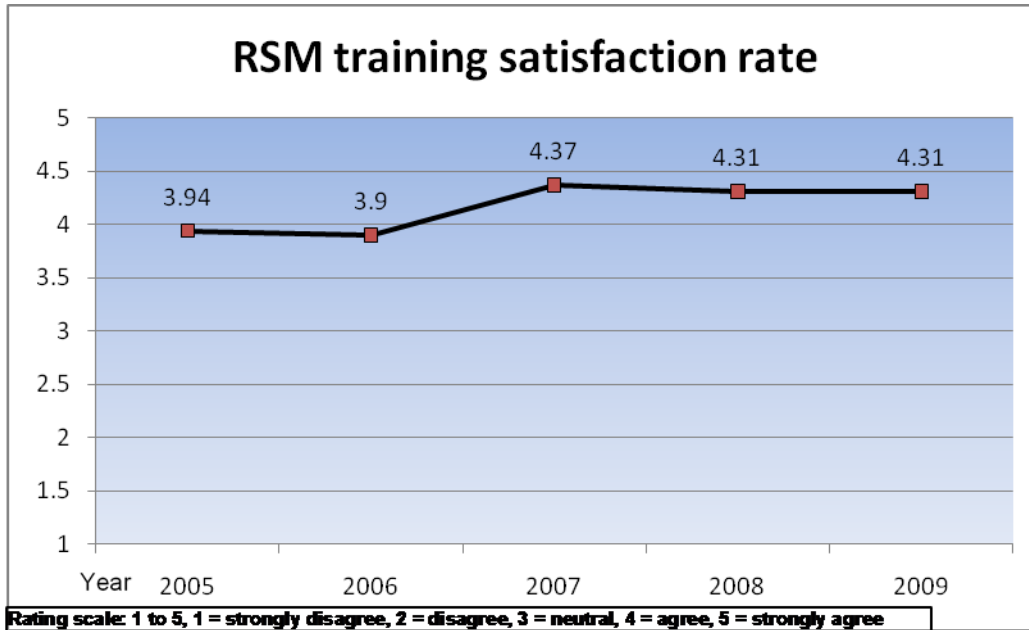
Task/Project	Description:	Target completion date	Actual completion date	Status/action required	Continuous improvement
1.1 NQI PEP level three improvement plan	improvement plan created from the 2008/09 quality assessment survey	March 31, 2010 and on-going	on-going	incorporate into 2009/10 quality assessment results and improvement plan for 2010/11	Improvement plan needed to reflect changing Ministry priorities and revised strategic plan
1.2 NQI promotion and education within FREP	general quality culture promotion and awareness	March 31, 2010	on-going	Monthly quality tip of the month in the provincial RSM conference call	
1.3 NQI promotion and education with other organizations	best practice sharing in the BC Government	March 31, 2010	on-going	Some best practice sharing with Court Services BC. Held two community of practices presentations for quality management	continue to hold more best practice sharing presentations and seek benchmarking information
2.1 Level 4 readiness assessment – QMT assessment	a quality management team internal assessment to see if the program is fit for level 4 certification	June 30, 2009	Not conducted	to be conducted when permitted to apply for level 4	keep quality management team members refreshed on the quality criteria for public sector organization
2.2 Level 4 application	formal application and assessment report for level 4 certification	April 30, 2010	Not conducted	N/A on hold until fiscal 2011 (resource issue)	N/A complete preparation for level 4 in 2010
2.3 Level 4 site visit	upon successful level 4 application, NQI conducts site visit for verification	June 30, 2009	Not conducted	N/A	N/2011A
3.1 Data quality report card	Software "Certify" detect data quality issues using logic rules and checks	October 20, 2009	Not conducted	project to continue once funding is available	N/A

4. Quality Indicators and Trend

FREP conducted the 2009/10 annual quality assessment and generated large amount of feedback. The quantitative ratings are being tracked over the years for trending. FREP has more than four years worth of quality indicators. The qualitative comments are summarized and prioritized in the 2010-11 Improvement Plan (please see FREP improvement plan on the SharePoint site).

The annual Continuous Improvement session is the yearly meeting where staff meet to discuss lessons learned and room for improvement. It is the highly anticipated event where the branches, districts, regions, consultants, and other Ministries meet.





2009/10 was a challenging year given the resource constraints and changes to the Ministry and the FREP team. In spite of these challenges, the team delivers outstanding performance. The team was very innovative to use Live Meeting, SharePoint site, and other technology to meet, instead of face-to-face. The team managed to continue data collection, management and report out in various FREP publications.