

# 2008/09 Forest and Range Evaluation Program Quality Management Work Plan

FREP Quality Management Team



July 2008

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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 2008/09 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 priorities of the Forest Practices Branch, the ministry, and the government. This alignment of goals is evident in the FREP vision and mission statement.

For fiscal 2008/09, we have the following goals and their deliverables to achieve:

- 1. Implement the National Quality Institute Progressive Excellence Program (PEP) levels 3 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:

#### Implement the National Quality Institute (NQI) Progressive Excellence Program (PEP) level 3 improvement plan

##### 1.1 Level 3 improvement plan

NQI Level 3 improvement plan

<b>Description</b>	Implementation of NQI level 3 improvement plan
<b>Activity</b>	The level 3 improvement plan is the 2008/09 improvement plan. The plan is organized using strategic themes and is included 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> 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.
<b>Deadline</b>	March 31, 2009 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 2009 or in 2010.
<b>Deadline</b>	December 19, 2008

##### 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 Awards for Excellence - Gold Trophy
<b>Activity</b>	The selected FREP Quality Management Team member 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, 2009 or March 31, 2010 Level 4 application: April 30, 2009 or April 30, 2010
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## 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 documentations and recommend to NQI headquarter with the result of level 4 application and the candidacy for the Gold Trophy of the Canada Awards for Excellence.
<b>Deadline</b>	June 30, 2009 or June 30, 2010

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

### 3.1 Process map and protocol for data quality software (Certify)

Data quality software process and protocol

<b>Description</b>	A guiding protocol with process maps should be produced to assist resource value team leads, the FREP IMS working group, data management team and Certify programmers in the implementation of the data quality software.
<b>Activity</b>	In consultation with Dr. Marla Weston, a series of process maps will be produced to document data quality rules and to program tests in Certify.
<b>Deadline</b>	August 30, 2008

### 3.2 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, 2008 and November 20, 2008
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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, 2009

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. 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.

	Task Name	Start yyyy/mm/dd	Finish yyyy/mm/dd	Duration	2008						2009					
					Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
1	1.1 NQI level 3 improvement plan	2007-04-30	2009-03-31	100.4 w	[Gantt bar spanning from June 2008 to March 2009]											
2	2.1 Level 4 assessment	2008-11-03	2008-12-19	7 w	[Gantt bar in Nov-Dec 2008]											
3	2.2 Level 4 application	2009-01-12	2009-03-31	11.4 w	[Gantt bar in Jan-Mar 2009]											
4	2.3 Level 4 site visit	2009-04-30	2009-06-30	8.8 w	[Gantt bar in Apr-Jun 2009]											
5	3.1 Data quality software protocol	2008-05-30	2008-08-29	13.2 w	[Gantt bar in May-Aug 2008]											
6	3.2 Data quality report card	2008-09-01	2008-11-20	11.8 w	[Gantt bar in Sep-Nov 2008]											

The 2008/09 quality management work plan estimated the following break down for the 2008/09 budget. The details of actual budget consumption will be described in the 2008/09 annual report.

	\$
Funded Project	<b>Projected 2008/09</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 2007/08 work plan and annual report, this table will be completed in the 2008/09 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>
<b>1.1 NQI level 3 improvement plan</b>	March 31, 2009 and on-going			
<b>2.1 Level 4 assessment</b>	December 19, 2008			
<b>2.2. Level 4 application</b>	March 31, 2009 and April 30, 2009			
<b>2.3 Level 4 site visit</b>	June 30, 2009			
<b>3.1 Data quality software protocol</b>	August 30, 2008			
<b>3.2 Data quality report card</b>	October 20, 2008			