Data Driven Quality Assurance & Quality Control

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Overview

• What problems did we find with our QAQC system?
• How are we solving those problems?
• How are we using the data?
• What do programs need to support a data driven QAQC system?
Terms

- Quality Control
- Quality Assurance
- Data Driven
What are problems arose in our QAQC systems?
Previous QC System Structure

• Single QC rating for inspection
• Often rated measures, too
• Ratings supported by detailed notes
QC Ratings Limited QA

- Ratings were too high level
- Did not identify specific problems
- Limited ability to capture quantity and severity of problems
- Difficult to compare contractors
How are we solving those problems?
New QAQC System Structure

- Shifted rating to task level
- All tasks are not equal
- Generate quantitative rating
- Did not reinvent the wheel
How do we use the data?
Use of Data

- Enhance contractor awareness of quality
- Evaluate contractors
- Evaluate inspectors
- Identify retraining needs
- Manage and motivate contractors
What does a program need to support a data driven QAQC system?
Structure to Support System

- Participation Agreement
- Technical Standard
- Contractor Training
- Inspector Training & Monitoring
- Database
- Reporting
- Benefits