

QUALITY COUNCIL TASK PLANNING DOCUMENT

Action Number: TPD-2010.03

Action Title: Performance Metrics for QA Program Effectiveness

Action Statement:

Develop guidelines, processes, and/or methodologies for writing performance metrics for both Federal and contractor QA programs. Develop metric process to assess/evaluate effectiveness of QA programs across DOE.

Action Description:

Communicate with other HQ Offices, Field Offices and Government Offices external to DOE, for examples of QA program performance metrics. Using these examples, develop draft guidelines, processes, and/or methodologies to assist personnel in developing their own site- or organization-specific set of QA program performance metrics.

Action Deliverable:

1. Develop written guidelines including process and methodology for QA program performance metrics.
2. Develop generic template for QA program performance metrics.
3. Potentially develop actual QA program performance metric for DOE HQ (and Field Offices).

Action Completion Due:

1. Query HQ and Field Office sites for examples of QA program performance metrics and processes used to develop metrics – October 2010
2. Query external Government Offices for examples of QA program performance metrics and processes used to develop metrics – April 2011
3. Evaluate QA program performance metrics and processes received, and develop draft guidelines – July 2011
4. Finalize guidelines – November 2011
5. Develop generic template from guidelines – April 2012
6. Develop HQ QA program performance metrics – December 2012

Sub-Action Milestones¹:

	Description	Interim Due Date/Assigned To
1.	Contact HQ, Field and non-DOE Government entities for examples of QA program performance metrics	April 2011/ All members of TPD
2.	Evaluate QA program performance metrics received	July 2011/ TBD
3.	Develop draft guidelines	July 2011/ TBD
4.	Review draft guidelines	August 2011/ Council members
5.	Finalize guidelines	November 2011/ TBD
6.	Review draft generic template	March 2012/ Council members
7.	Finalize generic template	April 2012/ TBD
8.	Develop draft HQ QA program performance metrics	September 2012/ TBD
9.	Review draft HQ QA performance metrics	October 2012/ Council members
10.	Finalize HQ QA performance metrics	December 2012/ TBD

Action Members (Identify Lead Member):

1. Colette Broussard (HSS) – Lead
2. Bob Blyth (INL)
3. Larry Adkinson (SRS)
4. John Adachi (CH)
5. Donna Riddle (LM)
6. Caroline Polanish (BHSO)
7. Tom Williams (NNSA)
8. Gary Staffo (EE)
9. Jeff Martus (IM)
10. Tony Nguyen (HC)
11. Debbie Rosano (HSS)

¹ See Action Lead for detailed Action schedule.

Council Product Distribution Approval:

Passed: Yes ____ No ____

Yeas: _____

Nays: _____

Abstains: _____

Differing Opinions: