



City Fleet Quality Control Policy Example

QUALITY CONTROL

5-1 PURPOSE AND CONCEPT

The purpose is to explain the principles and concept of the quality control program including policies, objectives and responsibilities.

5-2 POLICY

Quality control will follow FSD management's premise that each person is responsible for his work and managers and supervisors must take responsibility for the quality of their efforts and the efforts of those they supervise. The program is heavily supported with training to ensure that all personnel are fully capable of performing tasks required of their job.

5-3 OBJECTIVES

The primary objective of the program is to build in quality at the time the work or service is performed and not waste City funds by continuously correcting poor workmanship. The goal is to cease dependence on inspections to achieve quality. Only proper training and promoting a sense of pride in workmanship will accomplish this. Some major cornerstones that shape this effort are as follows:

1. Quality does not just happen. The program needs planning, training, supervision, dedication and management efforts by all.
2. The program must employ a continuous improvement methodology.
3. The program must provide motivation for supervisors and workers to not only work but also improve processes within their area of responsibility.
4. Employees must feel that they are a part of the program, not merely at the end of the "inspection" process.
5. The program must involve recognition for performance. Evaluation criteria must provide for recognizing dedication and adherence to the improvement process.

5-4 ORGANIZATION

The overall responsibility for quality control within FSD rests with the Director. All managers and supervisors are responsible for quality assurance; however, the individual worker is the key to a good program.

5-5 RESPONSIBILITIES

Each supervisor is vested with authority commensurate with assigned responsibility for producing an acceptable level of performance and for taking corrective action when required. The following are specific responsibilities and duties of positions shown:

- A. Director - Will establish quality control standards to ensure that services conform to requirements.
- B. Managers - Ensure compliance with established standards and take responsibility for the development of any required instructions and procedures to ensure that all work performed complies with the standards and desired quality of workmanship. Review discrepancy reports pertaining to respective functions and direct corrective actions when appropriate.
- C. Supervisors/Foremen - Will utilize established quality control standards and procedures to aid in meeting quality standards. They are responsible for the direct control of employees and for ensuring that established procedures are followed. They take corrective actions to improve quality.

5-6 CORRECTIVE ACTIONS

Corrective actions are an important part of the quality control program. Finding a problem is only the beginning of a process which, ends with problem correction.

5-7 QUALITY ASSURANCE

The quality assurance process includes performance measures and checklists. FSD will use customer suggestions/comments as a part of the process to aid in evaluating and improving its ability to accomplish work more efficiently.

- Comment cards are available at any FSD facility for customer feedback on specific situations.
- FSD will conduct biennial customer surveys for overall performance and monitor trends.