

**QAVs, TAVs, PDWs and More:
Expanding Your Quality Assurance Processes**

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The presentation defines the purpose and goals of a quality assurance system. MSF's Quality Assurance Process is presented and reviewed. QA Tools are summarized with examples given. A state-based program manager discusses how he uses quality assurance tools in his program.



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Overview •

- What is Quality Assurance?
- Site Visits – What works, what doesn't
- Student and RiderCoach follow-up surveys
- Quality Assurance documentation and follow-up



Sounds Like...

- a Quality Assurance Issue...
- When is it a quality assurance issue?
- When is it NOT?

- Student Safety
- Course Effectiveness
- MSF, RERP, RiderCoach Credibility





Compliance Auditing vs. Quality

- Compliance auditing provides basic *quality assurance*
 - Focus of traditional QAR-style visits
 - Comparison to known standards
 - Good for identifying problems
- Updates, Training, Professional Development, Feedback, Mentoring promotes **QUALITY**
 - Focus on recognizing individual strengths
 - Reinforces positive qualities
 - Good for establishing professional development goals
 - Principle-centered judgment



Basic Goals of QA plan

- To assure quality in current delivery partners in administrative, curricular, instructional and evaluative areas (consistency of delivery/process and quality of results)
- To strive for continuous improvement in delivering rider education



Basic Goals of QA plan

- To encourage professional development among rider education professionals through formal certification/re-certification procedures, professional development opportunities and mentoring activities
- To facilitate sharing of information between MSF and providers and between providers
- To standardize evaluation procedures and mechanisms across providers with a further goal of facilitating reciprocity among providers



Quality Guided by Principles

Safety / Risk
Adult Learning
Motor Skills



The QA Process

- Variations by Jurisdiction

- Peer
- State / RERP
- MSF





Delivery Standards

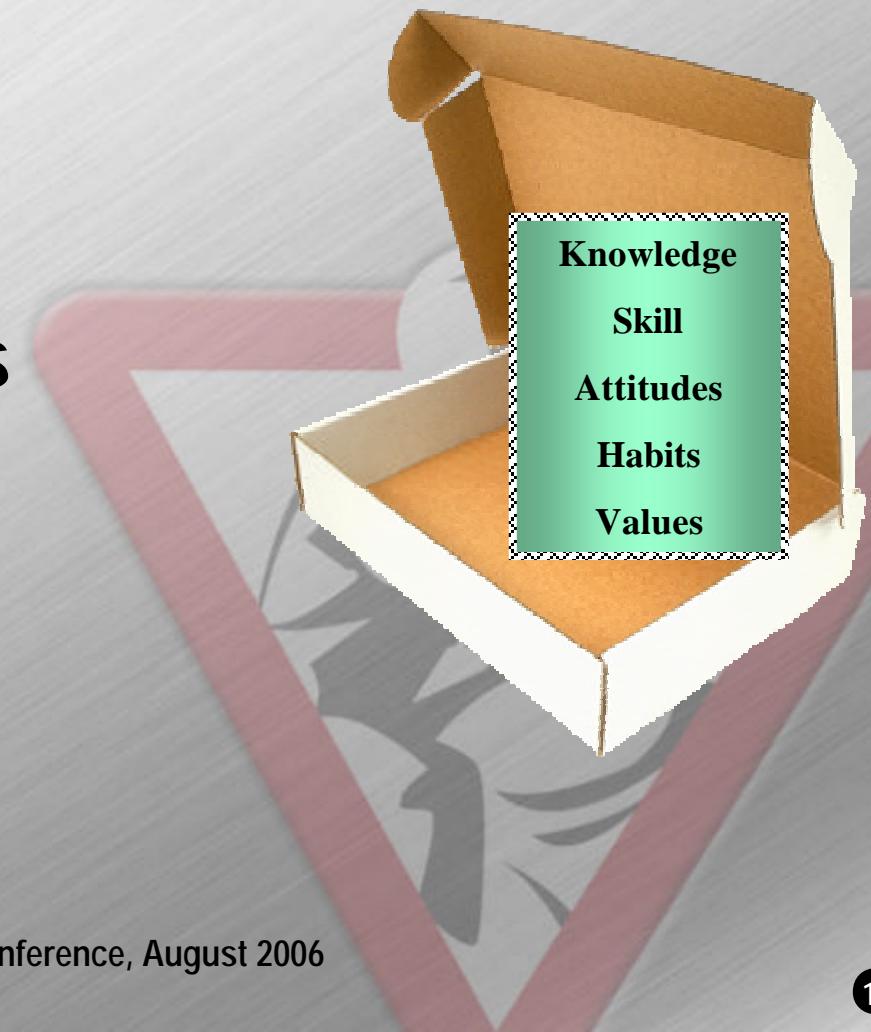
- RERP
 - MSF & Sponsor Cooperative Agreement
- Code of Professional Conduct
 - MSF Certified RiderCoaches
 - MSF Certified RiderCoach Trainers
- State-specific Documents
 - CMSP P & P Posted in RETSORG
- MSF Curricula
 - Sequence of Lessons
 - Content of Lessons
 - Principle-Centered Decisions
 - SAM: Safety; Adult & Learner-Centered; Motor Skills Development
 - SEE: Safe, Effective, Efficient





Other Standards

- Legal
- Code of Ethical Conduct
- Business
- Government Regulations





Monitoring

- ***Site Visits***
 - Overall goals should guide the plan
 - Regular reporting by QA team
 - Planning/Scheduling future visits
 - Clandestine Operations
- ***Tracking trends***
 - Repetitive Issues
 - Student Surveys
 - Other RiderCoach Feedback
- ***Secret Shopper Program***
 - Regular Tool
 - Last Resort Measure





Encouraging/Developing QA Team

- *Begin with QA Philosophy*
- *Evaluate effectiveness*
 - *Read comments*
 - *Review ratings*
- *Active role without “micro-managing”*
 - *Give your team the tools to do the job*
 - *Trust them to get it done*
- *Allow process to evolve*
 - *Try new approaches*
 - *Drop ineffective methods*
 - *Discuss standards regularly*





Taking action

- ***QA efforts should be cooperative and welcomed***
 - Bring Small Rewards, Refreshments
 - Matter-of-Fact Manner
 - Problem Solving Orientation
 - Preserve RiderCoach credibility
- ***QA team should have:***
 - The authority to act in the field
 - The support of Program Coordinator
 - An understanding of applicable policies & procedures



Feedback

- *Regular meetings with QA team members*
 - Feedback on their reports
 - Common complaints
 - QA Team Focus – issues to pay attention to
- *Open flow of communication with stakeholders*
 - Program personnel
 - State officials
 - MSF
- *Student Surveys*
 - As an indicator



Documentation

- *Site Visit reports*
 - Overall Summary
 - Detailed and complete
 - Efficient use of QA Resources
- *Process for tracking or follow-up of issues*
- *Record data for analysis*
 - Supports QA efforts
 - Program Evaluation



Challenges

- *Rapid program growth*

- *Policies & procedures can become diluted*
- *Variations in application of curriculum*
- *RiderCoach drift/burn-out*
 - *Lose sight of objective*
 - *Experienced RCs can convince new RCs their "way" is the best*



Challenges

- *QA Team or Sites Get off track*
 - Too much QA Paperwork
 - Change in Contract Administration
- *Getting sites back on track*
 - *Timely follow-ups are essential*
 - *Sites sometimes show resistance to “interference”*
 - *Dealing with excuses - “But this is how _____ always does it”*



Quality Assurance Tools





QA Tools

RiderCoach Preps

- *Candidate selection*
- *Front-loading*
- *Principal Centered Decisions*
 - SAM: Safety; Adult & Learner-Centered; Motor Skills Development
 - SEE: Safe, Effective, Efficient
- *Mentoring after the RCP*





QA Tools

Site Visits

“Start with the end in mind” Stephen Covey





Site Visits

- ***Pre-Visit Responsibilities***
 - Review Previous Reports
 - Site familiarization
- ***During the Visit***
 - Primary Concerns
 - Secondary Concerns





QA Tools

Site Visit

- *At the Conclusion of the Visit*
 - Debrief Techniques
- *The QAV Write-Up*
 - Describe vs. Evaluate
 - Field Team's Role vs. Administrator's Role





QA Tools

Professional Development Workshops

- *Who*

- RiderCoaches, Trainers
- Site/Program managers, owners, dealers

- *Why*

- Site/Program Specific Development Opportunity



QA Tools

Professional Development Workshops

- *What*

- Curriculum review
- Range/classroom activities
- Facilitation techniques
- Discussion of relevant topics and trends





QA Tools

Updates

- *Who*
 - RiderCoaches, Trainers
 - Site managers, owners
- *Why*
 - Stay current with new information





Updates

- *What*
 - Curriculum changes/additions
 - Administrative/Policy changes





Technical Assistance Visits

- *Who*
 - Individual RiderCoaches
 - Site Managers
- *Why*
 - One-on-one Mentoring
 - Overcome weaknesses





Technical Assistance Visits

- *What*
 - Shadowing/Nudging
 - Counseling





Feedback / Reviewing Results

Tracking Outcomes

- *Site Visit Results*

- Reporting
- Analyzing
- Corrective action
- Follow-up





Feedback / Reviewing Results

Tracking Outcomes

- *Student Evaluation Results*
 - Reporting
 - Analyzing
 - Corrective action
 - Follow-up
- *RiderCoach Feedback*





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Summary

*“There are many ways of moving forward,
but only one way to stand still”*

Franklin D. Roosevelt



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Thank You!

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