Reports

Quality Supervisor

Quick Links

QA Work Queue

***QA Work Queue*** will have 3 tabs within – 1) Work Queue 2) Work Flow(to replace existing w flow for QA and IA, should have drop down error types) 3) Incident RCA

***Quick Links*** Should host links to latest 1) Process SOP 2) Compendium of errors 3) Ready Reckoner

4) Search tool 5) Error Tracker 6) Quality Self- service

***Quality Supervisor*** should have an in-built randomier (Randomier to create automatic workqueue for the QA in QA Work queue), ability to add details of the colleagues on QSP/PIP (This should be available in the form of a report, we will share the format to create this record),

***Reports*** 1) Exception reports ( we will define exception rules) 2) Emerging trends (Should link and populate auto from w. flow) – Top error types, Top contributors, Individual progression – MoM quality score, sample and percentage+ number of errors, Process level quality scores, RCA forms extraction

Work queue :

Once rolled out, this tab will replace the normal workflow of the IA/QA teams

1) Case IDs/Batch IDs to be stacked in a queue (Generated from randomizer)

2) Functionality to mark complete cases (once marked complete, case to be archived in a separate queue

3) Audit trail of each workqueue – a) who added to queue, b) when was the case processed c) Results – pass/fail(error type) , any subsequent changes (all changes to be identified as exception and extractable as a report)

4) One case pulled by a QA to be auto tagged in his/her name, along with aeging

5) Functionality to discard pending and open cases in work-queue (This functionality should be available with quality supervisor)

6) Ability to sort pending cases in QA work queue with all attributes

7) Ability to search a pending/complete case record with given attributes

8)Ability for a QA to self-add a case in their workflows (i.e. by over-riding the randomizer queue. All such actions to be noted a an exception and to remain available a s report

We need to work on the BRD and governance of this tool, which we will continue alongside the development.

Following is the proposed access level to the various tabs of this tool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | QA/IA analyst | Tech Leadership | EDS Management | EDS Colleagues |
| Q A Workqueue | Yes | Yes | No | No |
| Quality Supervisor | No | Yes | No | No |
| Quick Links | Yes | Yes | Yes | Yes |
| Reports | Yes | Yes | Yes | No |