

QUALITY ASSURANCE WORKSHOPS

■ OVERVIEW OF THE WORKSHOP PROCESS ■

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Workshop Process

Denver Meeting

- Discuss problems

Las Vegas Meetings

- Clarify problems
- Assess impact on work
- Begin effective interactions
- Start building group consensus

**QA WORKSHOP PROCESS
OCTOBER 10-12 AND 25, 1990
LAS VEGAS, NEVADA**

- o Convened to Address Issues of QA Program Inflexibility**
- o Attended by Management, Technical, and QA Staff**
- o Facilitated Meeting Used:**
 - Group Consensus Building Approach**
 - Formal Problem Solving Methods**
- o Focused on Positive Approach, Open Communication, Constructive Discussion, Results**

WORKSHOP AGENDA

1 Introduction

2 Workshop Process

3 Current State

(Statement of the problem)

4 Desired State

(Statement of the goals)

5 Problem Solving Process

(Find solutions to specific problems)

6 Transition Plan

(Set strategy for remaining problems)

7 Integration

(Combine problem solutions)

8 Action Recommendations

67 Items

33 Concerns

2 Problems

PROBLEM ONE

A lack of understanding exists among technical staff, quality assurance staff, and managers regarding:

- o adapting existing scientific practices to satisfy licensing requirements**
- o relating requirements to the work performed**
- o achieving a balance between professional judgement and prescriptive controls**

PROBLEM TWO

Quality assurance requirements and management policy are intertwined in procedures, which negatively impacts productivity.

PROBLEM SOLVING PROCESS

- 1 Identify Problem**
(Who, What, When, Where, Why, How)
- 2 Collect Data**
- 3 Identify Cause**
(Fishbone Diagrams; Brainstorming)
- 4 Generate Solutions**
(Brainstorm; Prioritize)
- 5 Evaluate and Select Solutions**
(Criteria Ranking)
- 6 Create Action Plan**

Building a Group Consensus

Develop
action plans

Improve
action plans

Consolidate action
plans into six
recommendations