TITLE: Quality Control Methodology Applied to Field Office Efficiency

DATE: April 1986

AUTHOR(S): Mary Janke & Gary Arstein-Kerslake

REPORT NUMBER: Unnumbered (NRN95)

NTIS NUMBER: None

FUNDING SOURCE: Departmental Budget

PROTECT OBJECTIVE:
    To describe quality control (QC) methodology and apply it to interoffice efficiency comparisons.

SUMMARY:
    The dependent variable on the basis of which offices were compared was effective transaction time. It was found that differences in transaction mix influenced effective-time scores. A method (standardization) for removing the effects of such differences is illustrated in the paper. It was recommended that QC methods be implemented, at first on a limited basis, to compare offices in transaction times, error rates, RDF rates (report of deposit of fees), and other measures. Because the relationship between field office grade and effective time was nonlinear, with grade 3 offices showing the lowest average effective transaction time, it was suggested that separate QC charts be made for offices of differing grade.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:
    The department currently has a quality improvement program but has not implemented a centralized process of calculating and maintaining statistical quality control charts of office transaction times or other workload and product indices.

SUPPLEMENTARY INFORMATION:
    None.