



Florida Department of Transportation

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POLICY

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QUALITY MANAGEMENT

It is the policy of the Florida Department of Transportation to use a systematic but flexible approach for Quality Management to monitor work processes and implement laws, rules, procedures, policies and standards. This is intended to ensure compliance and quality performance by the Central Office and District units responsible for the delivery of transportation products, services and information.

Quality Management is defined as the activities and functions that promote continuous learning, compliance, consistency, and effectiveness throughout the Department's operations and functions and provides meaningful information. The three main components of Quality Management are:

- **Quality:** conformance to valid customer, business, and statutory requirements.
- **Quality Assurance:** activities that provide factual evidence that products, services, and information are delivered as required, by agency, statutory, or federal requirements, and in the most effective way.
- **Quality Control:** the course of actions taken to implement, monitor, and improve processes to meet quality standards.

Executive leadership shall determine which functional units have Quality Management reporting responsibility as defined in this policy.

The Central Office Organizational Development Office shall maintain a Quality Management policy, administer a functional, centralized Quality Management reporting system to provide useful, real time information and trend analysis of Quality Assurance Reviews (QARs), and develop and maintain relevant supporting resources (best practices, guidelines, and consultation services). This Office shall also maintain a current listing of offices responsible for Quality Management reporting and provide relevant training and development opportunities; including but not limited to instructor led training courses, computer based training courses, consultation services, and other resources that support the needs of the target audience.

All departmental managers shall be accountable for quality assurance and control within their areas of responsibility. All Central Office and District staff and review teams assigned Quality Management reporting responsibility shall complete training in Quality Management.

Functional unit employees assigned Quality Management reporting responsibility shall update the Quality Management reporting system with data in accordance with required QAR schedules and findings. This data shall identify key processes, valid customer and business requirements, review team(s) and process/program administrators, success measures, performance targets, and review schedules, etc. As QARs are completed, functional unit employees shall communicate findings and develop action plans for any areas of non-compliance with the reviewed unit employees.

Reviewed unit employees shall acknowledge, implement, and monitor/update the progress of action plans within the Quality Management reporting system.

The Central Office Organizational Development Office shall monitor corrective action target dates and status, collaborate with unit staff to ensure implementation, and prepare a quarterly compliance report and corrective action status updates for Executive leadership's review.



Mike Dew
Secretary