Please stand by for realtime captions.

Good afternoon, everyone. It's Kevin wants. We are about to get live from downtown Orlando. We have about five minutes to go but if you can hear me or the music, please, set your status to agree. That is how we know you can hear and we are not just talking to ourselves. To do that, you simply at the top, there is a person, it looks like they have their hand raised, and that helps us know if you can hear us. Also for attendance purposes, so you get credit, please, make sure you are logged in with last name, first name, and location. If not, you can go out and sign back in that way. Be back in a moment.

Once again, for everyone joining us, we are about to begin dunes community progress. If you can hear me, give me a green check mark. That is how we know you can hear. And you simply do that by clicking at the person at the top, choosing the green checkmark that says agree and then I know you can hear. Also, if you do have your microphone connected, which interactivity which will be encouraged during the lesson, simply click on your microphone at the top, if your microphone is connected and click on it and it will mute you. Once again, please, give me a green checkmark if you can hear me. We are going to get started here in about a minute.

I hope everyone is having a great afternoon coming from blazing hot Orlando, Florida. I just tried to see the SpaceX launch but it was too cloudy. I appreciate your green check marks. We are just under a minute. We will get everything going and remember, everything is recorded so I will get the recording going in about dirty seconds so that anything you say, anything in the chat box is there forever. So just remember that but ---

Once again, if you have your microphone already connected, you can just click on your microphone at the top and mute yourself.

Three, two, one. All right. I am going to go ahead and get the recording going. So that everything here is recorded. My name is Kevin Moss. I am the course advocate here to help out with all of your technical issues , your needs. But you should automatically be able to hear. If you would like to speak, you just need to set up your headset microphone. You don't have to speak. There is also the chat but if you wanted to, simply, at the top, where there is the phone icon, you click "Connect by audio" and select your microphone followed by join. If it is your first time using Adobe Connect, click allow. And select your microphone icon to mute. I see there are a few with audio issues. I will reach out to you in just a second.

Now I see all green. No red exes anymore.

Like I mentioned earlier, it is very important for attendance purposes. Please, log in with last name, first name and [Inaudible static]. If you have not, you can log out, and log back in. Make sure we have all of your information available.

And today's presentation is available for download. There is a download pod underneath the PowerPoint stage here. In order to download it, simply click on the file, click "Download file" and then you can have the option to open it, save it or cancel. If you want to save, click the arrow next to save, choose save as and save it wherever you would like to say that. That is up to you. You can also open it and that file will be available throughout the presentation.

I'm going to go ahead and clear the status one more time. If you were able to -- download, please, give a green checkmark. And please hold off on downloading that. I want to make sure that is the right file for this afternoon.

While I get that updated for you, I am going to go ahead and turn it over to your instruct.

Thank you, Kevin. Good afternoon, everyone. On behalf of Dr. Lee, our -- and Denise Williams, HR TT supervisor, my name is Kevin Green . I would like to welcome you to this months HR COP which will be on quality assurance program overview. Our facilitators for today are Mr. window Sims and Mrs. LaChelle Simpson from the PLP section in OTM. They are going to give you a quick overview on OTM's QA program and how that program will help us as HR professionals perform quality processes in our HR work. So without further ado I would like to turn this over to Wendell Simms and LaChelle.

Good afternoon, everyone. This is Wendell Simms from the quality assurance office, quality assurance branch in the office of talent management. As you see on the first fly, overall we will give you a brief overview of the quality assurance program and what our existence is designed to do within the office of talent management as you see here, the foundation of quality assurance is based upon three aspects. It is defining quality, measuring that quality and improving the quality. So to make that make a little more sense, the nature of the quality -- you don't determine the nature of the quality after you provide the service or the product. The nature of quality is built in or baked into the cake. So it is based upon establishing good processes that allow the folks on the front line to produce products and services that have a predetermined expectation tied to them. So having said that, Kevin, would you please give us -- any questions at this point?

This first poll question for you guys to answer. We will take a little time to dig deeper here. So if you take a few minutes to answer the first poll question.

[Poll being conducted]

so the majority of you answered A to the poll Western and that is the correct answer. I think there are times where people may confuse quality control with quality assurance. While they are similar in nature, they have different functions. So I think that is the first step in understanding how quality assurance can have impact on your programs.

So the quality assurance office here in DVA OTM is designed to conduct and evaluate and recommend improvement measures to enhance organizational object. So that they are effective and supporting the mission of VBA that provide those products and services to our veterans.

Our role is specifically, human capital. What we use as part of our foundational structure, too is the VA's human capital operations plan. This is also tied into the human capital framework which we use as the SteppingStone to build out our programs and make sure that we are performing the appropriate functions in a manner that is consistent with federal guidelines that provide that particular quality to our customers.

We have another poll question.

[Poll being conducted]

so the answers are split but in this particular question, it relates to the human capital framework and not necessarily the priorities that are on your screen. So the human capital framework is just four systems. Those systems are strategic planning and alignment, talent management, performance culture, and the evaluation system. Based off of those four systems, that is where each of the federal agencies are tied to their particular operations plan that the six federal workforce priorities as you see listed on your screen here.

These -- those six priorities were tied to those four systems that I mentioned previously. Any questions to this point?

So pour the office of talent management, QA, we have two focus areas in terms of how we manage our programs. There is an annual focus area and a quarterly focus area.

The annual focus area is tied more to any changes that may occur to the human capital framework system. And any of the age COP priorities and to follow up on cautery self-assessment that are conducted by our tran18s.

The next area is quarterly focus areas. We use these to focus with the representatives. Normally the focus areas for the quality reviews are based on higher-level agency reviews that have been conducted. For SS are we had an OPM assessment so we took those findings from that assessment to tailor the next quarterly focus area for our next assessment. Also during the quarterly focus areas, Dr. Lee, our management may feel that we need to target certain areas, let's say pathways or root incentive awards. If that is the case, we will send the directors out to the -- direction so we know what the focus areas will be for that quarterly assessment.

Also the quarterly assessments are used to provide process improvement and also to identify any training deficiencies we may have. That lets us collaborate with -- to provide these [Indiscernible muffled] practices.

The next slide shows some of our programs available. Normally we would perform an annual evaluation of the tran20s and furnish reports to the Director. Due to the pandemic, we haven't been able to connect in person annual reports. We have issued, however, the quarterly self-assessment report that we have in conducting. We have sent those up to our leadership channels. Also, again, we have used the findings from some of the assessments that we have conducted in the past to improve or to close competency gaps within the organization and also again, to facilitate processes and improvement throughout OTM. Any questions so far?

This next slide is just an overview. This is a chart that shows some of the common areas and trends. So it shows our average accuracy rate from our first quarterly assessment that we conducted during the 4th quarter in July 2020 and versus the first quarter of FY 21. So if you a look at that trendline, you will see that we did have a slight decrease in the number of compliance errors. We are making progress. So the more that we keep conducting these quarterly assessments and having these community of practices, I think that we will see that those numbers of errors go down tremendously.

This next chart just shows some of the common errors that we found during our quarterly self-assessment. Remark codes is one of them, incorrect nature of actions, incorrect legal authority, case file documentation recruitment and also HR smart data integrity. Some -- we did find out that some of our -- are still using other systems of record and not HR smart so we are working with the HR information systems office to alleviate those issues with -- HR smart and HR works. Any questions on that so far? I think we have another poll question.

[Poll being conducted]

okay, great. I'm not sure if everybody can see the poll results but the checklists are the best answer. To make sure that quality personnel actions, the best way to be ensuring -- it doesn't really give us how to make those requirements so that is where those checklist come into play. So checklists was the correct answer.

We just want to give you a brief overview of the QA program and how it is today. We do have new leadership and we are awaiting meetings so there will be revisions to this program. So any questions so far?

So to kind of at on as we kind of lead with this, when we talk about quality, those of you that have had the opportunity to have training as it relates to six Sigma or total quality management and I think I am dating myself when I say that, would maybe get a little more or have her middle have a little more insight about what this program was designed to do. The quality is baked into the cake. While there may be statutory regulations, those regulations don't necessarily tell you how to create the quality product. -- In a consistent way. So that is where your checklist and your processes and your procedures come from.

So the checklist or those procedures within themselves would lead you to the statutory requirements. And so any time, if you are following the checklist, following the procedure as designed, the end product should be a quality product based on the statutory requirements each and every time regardless of who does it so that is the overall theme of the program is to get us to that point so that we can have more consistency in the products and services we provide to our customers.

[Silence]

Other any more questions at this point?

If there are no more questions, we really thank you for your time. Those of you that may have questions in the future, there are -- each of the HRCs there are quality, there are QRSs quality review specialists that assist us in executing this program at the more local level at the tran20s. They have at their disposal checklist and things of that nature that may also be able to help with some of the guidance and things like that. So if you have questions that are more specific to your specific regional office at this point, I would ask that you reach out to your servicing HRC for that type of assistance. But nonetheless, they do have checklist at their disposal that may be of assistance with helping each of you that are a part of the process of human capital actions to make sure that your products have consistent quality to meet the needs of the administration.

So if there are no more questions, we do appreciate your time.

You have a question from Christopher in Des Moines in the chat box.

Yes, I thought I was on muted so I apologize, Christopher. I did read your question. The checklists have been provided to the QA office but I can also EU email you a copy of the checklists as well. And your QRS representative is Chad. No worries. Any more questions?

Yes, I don't know if you can hear me. Can you hear me?

Yes, sir, I can.

This is Alex from the Columbia regional office and so currently we are HR liaisons and we are using HR smart. So in the future or at some point, would be be -- based off what you covered today? Would our polity be measured?

In the future --

[Indiscernible - multiple speakers]

in the future, there are talks about it. But in the interim, we will be sending out preassessment surveys so for right now, until we are told otherwise, that would be your dissipation in the quarterly assessment.

And the other aspect of that, assessing the quality of your products is done indirectly by the particular -- based off of -- how we assess the particular HRC service in your regional office because based of the system of record, when we pull case files, there are ways to determine, okay, which office that came from, right? So while it may not be a direct, coming to a specific regional office and saying, hey we are going to assess you, the fact that you have processed a personal asset in a system of record that is perfect tied to a particular HRC, indirectly, we can assess that in a sense . But our objective is not to directly assess those regional offices. I think if their becomes an issue at some point or if there are regional offices that might want to have some indication of particular types of trends that are specific to their regional office, we can highlight those things but directly, at this point, we are not directly assessing any of the regional offices. Our focus right now, our tran20s and indirection, indirectly, by virtue of the case files we pull, would also shed some light on what is happening at some of the regional offices. Does that answer the question?

Yes, thank you.

Okay. Do we have any other questions from the audience?

Okay. Pending no further questions, I would like to thank you all for your participation this afternoon in this COP. Thank you to Michele and Wendell.

Next week we will be following up with our last iteration of the pathways program. We have two programs in pathways that we promised to provide to you also that information will be coming out in the immediate

couple of weeks. So we will be finishing up the pathways program to get you guys that information that you requested. Once again, I want to thank you all for your participation today and give you the rest of your afternoon to do, some great DBA work and have a great day.

Thanks, everyone.

Thank you.

[Event Concluded]

Thank you, Everyone, Kevin, from Orlando, once again. Or those of you that reached out, I will follow up with you immediately after that and yes, there will be a recording and a closed captioning transfer transcript. So have a great afternoon.

[Event Concluded]