

Attachment 9 â€” Quality Assurance Review Notes Sample

Attachment #9 Quality Assurance Notes Sample

QAIR
Quality Assurance - Internal Peer Review
Audit: Desk Operations Audit East Patrol Division
Project Number: 2018-13-A
QA Performed By: Sgt
Date: 22-Mar-19
Project Manager: LEA
Staff: Page 1 of 4

Reference, Binder, Section, Page	Question/Comment	Notes Cleared / Comments	Date Notes are Cleared
1 Background, Pg. 1	First paragraph, second sentence "contained an element concerning the actions of Desk Operations personnel." Vague statement that should be elaborated. If this is a basis for the audit, we need to indicate the concerns in order to make sure they are properly addressed in the audit objectives.	ADD - ELABORATION 2/27/19	
2 Background, Pg. 1	Third paragraph, first sentence, delete the word "the" before "Desk" and add the word "personnel" after the word "Operations".	EDITED - 2/27/19	
3 Background, Pg. 1	Third paragraph, third sentence, add the word "personnel" after "Operations".	ADD'D - 2/27/19	
4 Background, Pg. 2	Third paragraph, "Watch Deputies, Dispatchers, and Complaint Position personnel". The rest of these paragraphs need to be in the exact same order explaining the three positions.	EDITED 2/27/19	
5 Methodology, Scope, Pg. 3	The three objectives broken down in bullet points on the top of the page need to be separated with a space between each bullet point.	EDITED 2/27/19	
6 Methodology, Scope, Pg. 3	First paragraph under bullet points. It's like you need to indicate that your first sentence is related to Objective No. 1. You clearly state what falls under Objectives No. 2 and No. 3.	EDITED 2/27/19	
7 Methodology, Audit Population, Pg. 3	Second paragraph addressing Objective No. 1. States you examined 152 training records. However, it doesn't state what your population was for each objective and if any were excluded and why. Objective No. 1a, 1b, and 1c have a population of 90 that were tested and Objective No. 1d has a population of 61 or 62 (need to address test with PM for correct number).	CLARIFICATION ADDED 2/27/19	
8 Methodology, Audit Population, Pg. 4	Second paragraph addressing Objective No. 2c states you identified 72 weekly telephone service audits. According to the test papers, I identified 87 (need to address test with PM for correct numbers).	ADDED 2/27/19	

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QA Performed By: Sgts
Date: 22-Mar-19
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9 Methodology, Audit Population, Pg. 4	Footnote No. 4, I think you need to define what a "code three response" is. Someone reading this outside of law enforcement would not know what a code three response is.	LINK TO THE TEST ADDED 2/27/19	
10 Methodology, Summary of Audit Findings, Pg. 5	Table No. 2 percentages might change as a result of percentages not matching up with QA's findings. Need to address test with PM for correct percentages.	EDITED 2/27/19	
11 Objective No. 1, Criteria, Pg. 6	FOD 04-03 states personnel should attend training as soon as possible. The same FOD states they must take a test and pass within the first 90 days of assignment. So is the "soon as possible" time frame within the 90 days?		
12 Objective No. 1(a), Results, Pg. 6	I got "63 of the 90 (70%)" met the standard which is different from your "61 of the 90 (68%)". Also, I got "27" did not meet the standard compared to your "29" that did not meet the standard. Did you test how long each individual in your population had been assigned to Desk Operations? Is the "as soon as possible" time frame within the 90 days they have to take and pass the test? Could be something to look at and address in "Other Related Matters and Recommendation".	Addressed w/ OAR - Test is within 90 days - Results	
13 Objective No. 1(b), Procedures, Pg. 7	Do you want to indicate that, "Auditors examined the training folders to determine if each employee completed and passed the associated test which was signed off by a supervisor".	EDITED 2/27/19	
14 Objective No. 1(b), Results, Pg. 7	I got "30 of the 90 (33%)" met the standard which is different from your "32 of the 90 (36%)". Also I got "60" did not meet the standard compared to your "58".	EDITED 2/27/19	
15 Objective No. 1(c), Criteria, Pg. 7	According to this criteria, you must measure the Watch Deputies responsibilities. Should find something related to making sure each employee completed a training checklist.	EDITED 2/27/19 OCCURRED w/ OAR ADDED 2/27/19	
16 Objective No. 1(c), Procedures, Pg. 7	Do you want to indicate that, "Auditors examined each training folder belonging to employees assigned to the Desk Operations to determine if a training checklist was on file, completed, and signed off by a supervisor".	EDITED 2/27/19	
17 Objective No. 1(c), Results, Pg. 7	I got "21 of the 90 (23%)" met the standard which is different from your "20 of the 90 (22%)". Also I got "41" did not meet the standard compared to your "40".	EDITED w/ OAR 2/27/19	

