

**QAVs, TAVs, PDWs and More:  
Expanding Your Quality Assurance Processes**

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The presentation defines the purpose and goals of a quality assurance system. MSF's Quality Assurance Process is presented and reviewed. QA Tools are summarized with examples given. A state-based program manager discusses how he uses quality assurance tools in his program.



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# Motorcycle Safety Foundation

## Overview .

- What is Quality Assurance?
- Site Visits – What works, what doesn't
- Student and RiderCoach follow-up surveys
- Quality Assurance documentation and follow-up



# Sounds Like...

- a Quality Assurance Issue...
- When is it a quality assurance issue?
- When is it NOT?

- **Student Safety**
- **Course Effectiveness**
- **MSF, RERP, RiderCoach Credibility**



# Compliance Auditing vs. Quality

- Compliance auditing provides basic *quality assurance*
  - Focus of traditional QAR-style visits
  - Comparison to known standards
  - Good for identifying problems
- Updates, Training, Professional Development, Feedback, Mentoring promotes **QUALITY**
  - Focus on recognizing individual strengths
  - Reinforces positive qualities
  - Good for establishing professional development goals
  - Principle-centered judgment



# Basic Goals of QA plan

- To **assure quality** in current delivery partners in administrative, curricular, instructional and evaluative areas (consistency of delivery/process and quality of results)
- To strive for **continuous improvement** in delivering rider education



# Basic Goals of QA plan

- To **encourage professional development** among rider education professionals through formal certification/re-certification procedures, professional development opportunities and mentoring activities
- To facilitate **sharing of information** between MSF and providers and between providers
- To **standardize** evaluation procedures and mechanisms across providers with a further goal of **facilitating reciprocity** among providers



# Quality Guided by Principles

Safety / Risk

Adult Learning

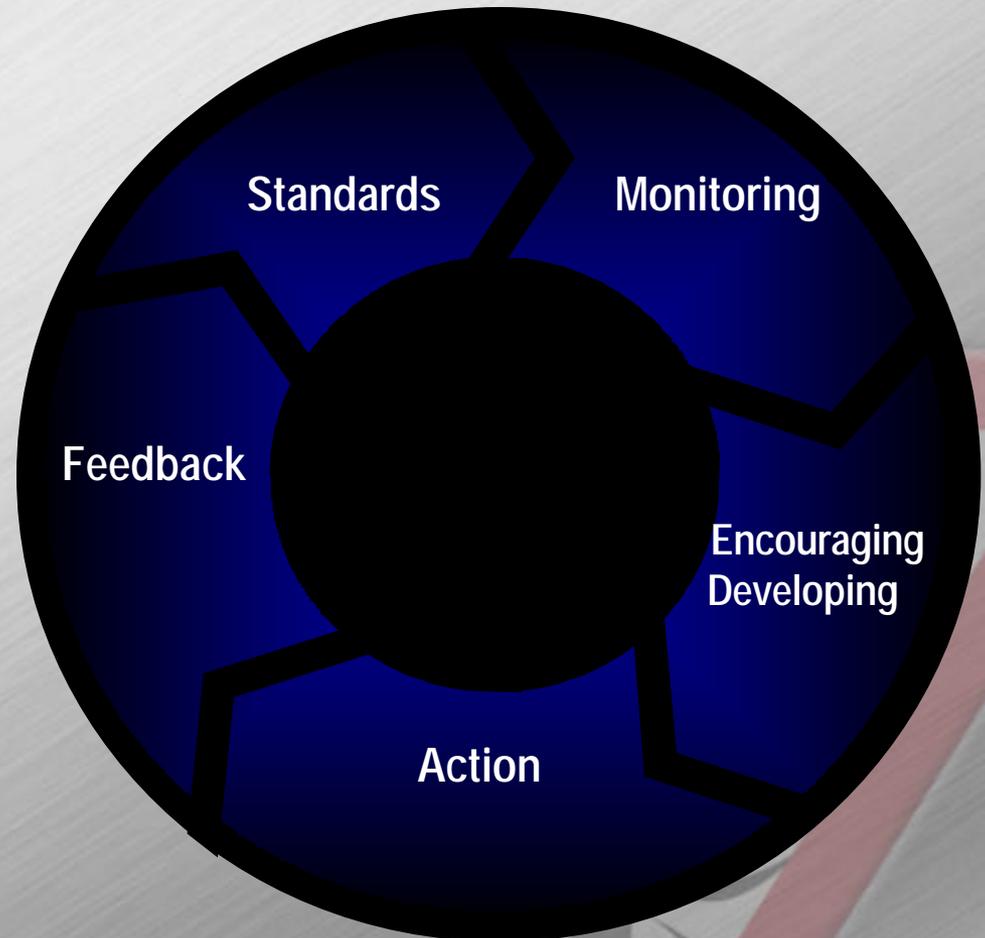
Motor Skills



# The QA Process

## •Variations by Jurisdiction

- Peer
- State / RERP
- MSF





# Delivery Standards

- **RERP**
  - MSF & Sponsor Cooperative Agreement
- **Code of Professional Conduct**
  - MSF Certified RiderCoaches
  - MSF Certified RiderCoach Trainers
- **State-specific Documents**
  - CMSP P & P Posted in RETSORG
- **MSF Curricula**
  - Sequence of Lessons
  - Content of Lessons
  - Principle-Centered Decisions
    - **SAM**: Safety; Adult & Learner-Centered; Motor Skills Development
    - **SEE**: Safe, Effective, Efficient





# Other Standards

- Legal
- Code of Ethical Conduct
- Business
- Government Regulations





# Monitoring

- **Site Visits**
  - *Overall goals should guide the plan*
  - *Regular reporting by QA team*
  - *Planning/Scheduling future visits*
  - *Clandestine Operations*
- **Tracking trends**
  - *Repetitive Issues*
  - *Student Surveys*
  - *Other RiderCoach Feedback*
- **Secret Shopper Program**
  - *Regular Tool*
  - *Last Resort Measure*



# Encouraging/Developing QA Team

- ***Begin with QA Philosophy***
- ***Evaluate effectiveness***
  - *Read comments*
  - *Review ratings*
- ***Active role without “micro-managing”***
  - *Give your team the tools to do the job*
  - *Trust them to get it done*
- ***Allow process to evolve***
  - *Try new approaches*
  - *Drop ineffective methods*
  - *Discuss standards regularly*



# Taking action

- ***QA efforts should be cooperative and welcomed***
  - *Bring Small Rewards, Refreshments*
  - *Matter-of-Fact Manner*
  - *Problem Solving Orientation*
  - *Preserve RiderCoach credibility*
- ***QA team should have:***
  - *The authority to act in the field*
  - *The support of Program Coordinator*
  - *An understanding of applicable policies & procedures*



# Feedback

- ***Regular meetings with QA team members***
  - *Feedback on their reports*
  - *Common complaints*
  - *QA Team Focus – issues to pay attention to*
- ***Open flow of communication with stakeholders***
  - *Program personnel*
  - *State officials*
  - *MSF*
- ***Student Surveys***
  - *As an indicator*



# Documentation

- ***Site Visit reports***
  - *Overall Summary*
  - *Detailed and complete*
  - *Efficient use of QA Resources*
- ***Process for tracking or follow-up of issues***
- ***Record data for analysis***
  - *Supports QA efforts*
  - *Program Evaluation*



# Challenges

- ***Rapid program growth***
  - *Policies & procedures can become diluted*
  - *Variations in application of curriculum*
  - *RiderCoach drift/burn-out*
    - *Lose sight of objective*
    - *Experienced RCs can convince new RCs their "way" is the best*



# Challenges

- ***QA Team or Sites Get off track***
  - Too much QA Paperwork
  - Change in Contract Administration
- ***Getting sites back on track***
  - *Timely follow-ups are essential*
  - *Sites sometimes show resistance to “interference”*
  - *Dealing with excuses - “But this is how \_\_\_\_\_ always does it”*



# *Quality Assurance Tools*





## *RiderCoach Preps*

- *Candidate selection*
- *Front-loading*



- *Principal Centered Decisions*
  - **SAM**: Safety; Adult & Learner-Centered; Motor Skills Development
  - **SEE**: Safe, Effective, Efficient
- *Mentoring after the RCP*



## *Site Visits*

*“Start with the end in mind”*      *Stephen Covey*





## *Site Visits*

- ***Pre-Visit Responsibilities***
  - *Review Previous Reports*
  - *Site familiarization*
- ***During the Visit***
  - *Primary Concerns*
  - *Secondary Concerns*





## *Site Visit*

- *At the Conclusion of the Visit*
  - *Debrief Techniques*
- *The QAV Write-Up*
  - *Describe vs. Evaluate*
  - *Field Team's Role vs. Administrator's Role*





## *Professional Development Workshops*

- ***Who***

- RiderCoaches, Trainers
- Site/Program managers, owners, dealers

- ***Why***

- Site/Program Specific Development Opportunity



## *Professional Development Workshops*

- *What*
  - Curriculum review
  - Range/classroom activities
  - Facilitation techniques
  - Discussion of relevant topics and trends



## *Updates*

- *Who*
  - RiderCoaches, Trainers
  - Site managers, owners
- *Why*
  - Stay current with new information





## *Updates*

- *What*
  - Curriculum changes/additions
  - Administrative/Policy changes





## *Technical Assistance Visits*

- ***Who***
  - Individual RiderCoaches
  - Site Managers
- ***Why***
  - One-on-one Mentoring
  - Overcome weaknesses





## *Technical Assistance Visits*

- *What*
  - Shadowing/Nudging
  - Counseling





# Feedback / Reviewing Results

## *Tracking Outcomes*

- *Site Visit Results*
  - Reporting
  - Analyzing
  - Corrective action
  - Follow-up





# Feedback / Reviewing Results

## *Tracking Outcomes*

- *Student Evaluation Results*
  - Reporting
  - Analyzing
  - Corrective action
  - Follow-up
- *RiderCoach Feedback*





# Motorcycle Safety Foundation

## Summary

*“There are many ways of moving forward,  
but only one way to stand still”*

*Franklin D. Roosevelt*



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**Thank You!**

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