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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Overview

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

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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

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The QA Process

• Variations by Jurisdiction
  • Peer
  • State / RERP
  • MSF

Standards
Monitoring
Encouraging
Developing
Action
Feedback
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
• **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

- Mentoring
- RiderCoach Preps
- Feedback
- Results Review
- Prof Devel & Updates
- Site Visits

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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
“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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