Mobile Tech: Standardizing QA in the Field

MOBILE SPECTRUM
Mobilizing Business Processes

Q Northern Virginia
Section 0511
ASQ
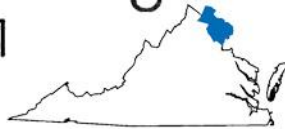
Northern Virginia Section 0511 American Society for Quality (ASQ)

May 21, 2008

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Background: QA as a Business Enabler

- **A Refresher: What is Quality Assurance?**

  - Providing evidence needed to establish quality in work, and that activities that require good quality are being performed effectively. All those planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirements for quality.

  - "quality assurance" and "quality control" are often used interchangeably to refer to ways of ensuring the quality of a service or product. The terms, however, have different meanings.

- **Source: "Basic Concepts: Quality Assurance and Quality Control", www.asq.org**

Automating Basic Quality Tools

▸ **Checksheets for Field QA Inspections**

　　▸ Using checksheets for collecting and analyzing data collected from field activity is one of the basic seven quality tools.

　　▸ Checklists are generic, but very valuable data collection tools that can be used for many industries and purposes.

　　▸ Replacing paper based checksheets with an electronic system streamlines the collection process

Using Technology to Collect QA Data

▸ **Mobile Data Collection Tools**

  ▸ Scientific Instrumentation can be used for collecting precise data measurements directly from the field

  ▸ Mobile data collection software can be used to standardize data collection processes

  ▸ Replacing paper based checksheets with an electronic system streamlines the collection process

Mobile Data Collection Tools

▸ **Advantages of Using Mobile QA Inspection Software Tools:**

▸ Save Time.

  ▸ No paper means less time writing, more time inspecting

▸ No Transcription Required.

  ▸ Data is collected once, and directly from the source site

▸ Save Money.

  ▸ Perform more QA inspections through automation

▸ Standardize Inspection Collection Methods

  ▸ Create QA inspection templates for multiple use

Case Studies in QA through Software

▸ **Metropolitan Building Services, Washington DC**

  ▸ **Company Profile**
   Leading provider of custodial services to large facilities such as airports, warehouses, federal government buildings and corporate campuses in the greater Washington, DC region. In business since 1986, they also provide security and guard services.

  ▸ **Quality Assurance Challenge**
   In order to retain contracts for custodial services, MBS needed a solution that gave the company the ability to verify that Service Level Agreement (SLA) metrics were being met by its employees and efficiently monitor QA processes.

  ▸ **Soluton**
   Implemented m-Custodial QA Inspection software solution for to ensure verification that custodial services are performed. Staff swipe a barcode reader each time they service an area, and the data is synched to a back-office database.

Software for Daily Metrics Tracking

▸ **Using Software to Automate Metric Data Collection:**

> Lets administrators create electronic forms and inspections using an easy-to-use web based tool

> Enables field workers to quickly capture various types of data onto a mobile device

> Synchronizes field data with a central server through a wireless connection or cradle sync

> Allows management to take action based on survey responses (alerts, reports, WO, messaging, etc)

MINSPECTOR

Efficient Information Distribution - Examples
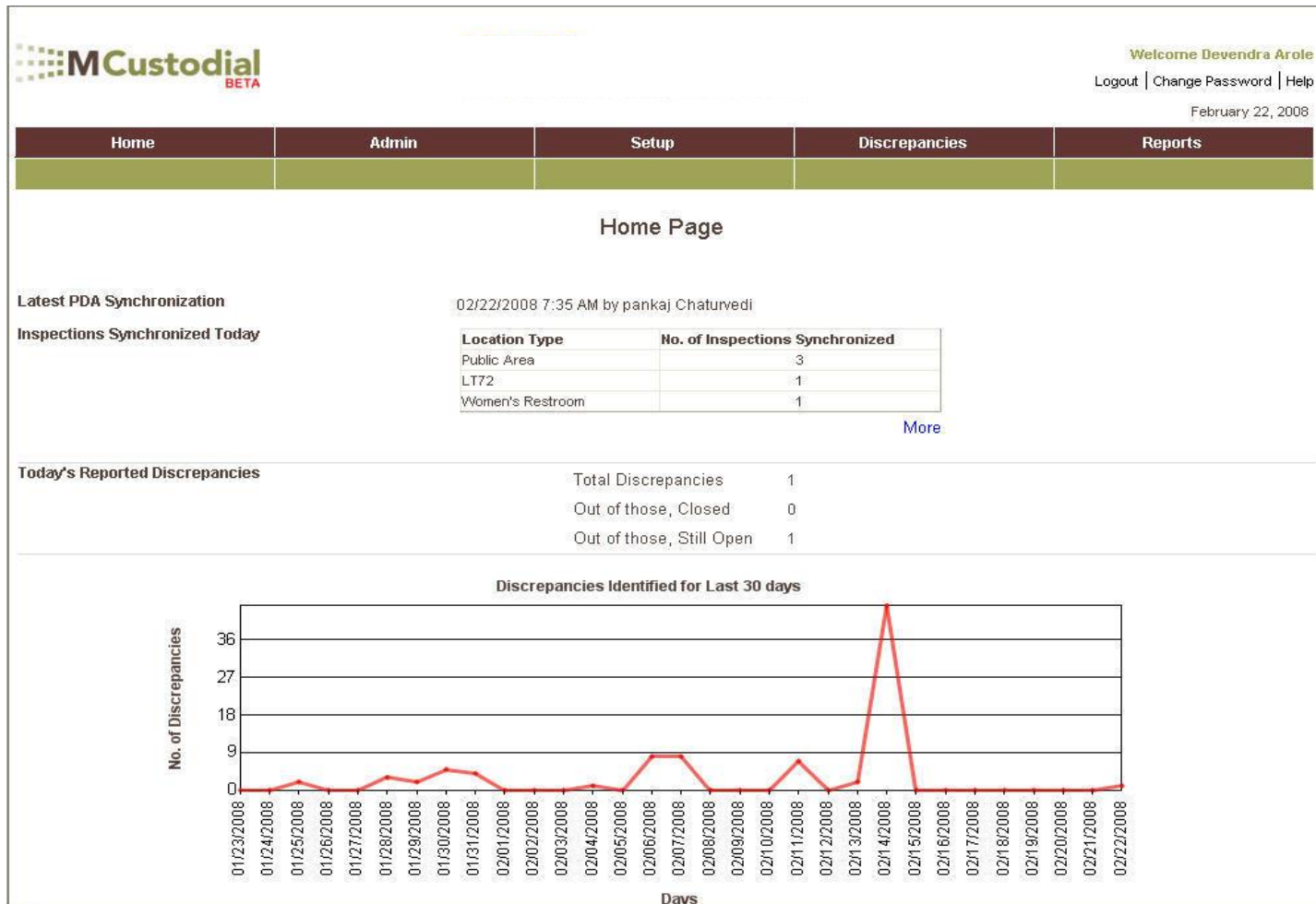
Efficient Information Distribution - Examples

Last Synchronization was by

John Doe on 04/02/2008 10:15 AM
5 Inspections performed and uploaded
10 Incidents reported

Inspections Uploaded Today

FAR 139 Inspection, Runway 3, 03/20/2008 09:10 AM
FAR139 Inspections, Runway 2, 03/19/2008 03:15 PM
FAR139 Inspections, Runway 1, 03/19/2008 03:45 PM

More...

Incidents (Unsatisfactory Responses)

Total Incidents Identified in Last 30 Days

Question: Is the Restroom clean?
Inspection: Restroom Inspection
Zone: Men's Bathroom Inspection
Date Time: 3/17/2008 9:45
By: John Doe   Details...

Question: Are the all the marking visible?
FAR-139 Inspections
Zone: Runway 2
Date Time: 3/17/2008 8:15
By: Joe Blue   Details...

Question: Are all the lights working?
Inspection: Elevator Inspection Form
Zone: Elevator 24
Date Time: 3/17/2008 8:06
By: John Smith   Details...

More...

Incidents Identified in Last 30 Days

Top 3 Questions with Incidents

Runway 10 20
Fueling Area IAD 15
Parking Garage 3 10

More...

Top 3 Categories with Incidents

Pavement 20
Safety Areas 15
Obstructions 10

More...

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Questions