



Clark County Department of Building & Fire Prevention
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Tel (702) 455-3000 · Fax (702) 455-5810

Division:	Fire Prevention	Policy & Procedure:	FP-PP-150
Subject:	Quality Assurance Plan	Effective Date:	09/17/2015
Code:	N/A	Revised Date:	04/29/2016

A. GENERAL:

The Department of Building & Fire Prevention (CCDBFP)'s Quality Assurance Plan is described below. Together with FP-PP-149 "Fire Prevention – Quality Assurance Program," these two policies and procedures describe the comprehensive quality assurance foundation for Fire Prevention operations.

The Fire Prevention (FP) Quality Assurance Plan describes the observation of work in process; or sampling of completed work that is utilized to verify the operational work practices ensures that Fire Prevention (FP)'s service goals are being measured and corrective actions are taken when necessary, and in accordance with our comprehensive quality assurance foundation policies and procedures.

B. DEFINITIONS:

For the purposes of this departmental policy, only the following definitions are provided:

On-The-Job Field Visits (OTJ Audit) – OTJ Audits are completed in the field by a supervisor. The supervisor witnesses the Fire Inspector conducting Fire Prevention business processes in accordance with established policies and procedures.

OTJ Audits may be performed by the Fire Code Official, Fire Marshal, Assistant Fire Chief, or a Deputy Fire Marshal, at least once each year, for every Fire Inspector job classification.

GPS Audits – GPS Audits are completed in the office by a supervisor. The supervisor reviews the Fire Inspector's GPS data and work schedule for a specific day or time frame for the purposes of determining where the Fire Inspector is conducting Fire Prevention business processes in accordance with established policies and procedures.

GPS Audits may be performed by the Fire Code Official, Fire Marshal, Assistant Fire Chief, or a Deputy Fire Marshal at least once each year for every Fire Inspector job classification.

Service Goals are used to measure our actual performance in each area of service offered by Fire Prevention:

- (1) FP Plan/Permit Submittal, Scheduling, and Finance;
- (2) FP Fire Plans Check; and
- (3) FP Fire Inspections & Public Education.

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FP Service Goals were established in cooperation with users of services provided by the FP. Service Goals are measured monthly and include: **Timeliness** (turn-around time), **Quality** (error-rate), and **Professionalism** (quality of interaction with staff and the public). Changes to service goals are controlled and require management review and approval prior to implementation. Service Goals are found in FP-PP-149 "Fire Prevention – Quality Assurance Program."

C. PROCEDURE:

OBSERVATION OF WORK IN PROCESS -

On-The-Job Field Visits:

On-The-Job Field Visits (OTJ Audits) are to be performed by the Deputy Fire Marshals. The target goal is for the DFM to conduct two (2) OTJ Audits each month. Annually, every Fire Inspector assigned to a DFM Group should receive an OTJ Audit by their assigned DFM, other DFM, Assistant Fire Chief, or Fire Marshal. Additional OTJ Audits may be conducted when deemed necessary by Department of Building & Fire Prevention Administration, and or by a Deputy Fire Marshal.

GPS Audits:

GPS Audits are to be performed by the Deputy Fire Marshal monthly. The goal is for the DFM to conduct two (2) GPS Audits each month. Annually, every Fire Inspector assigned to a DFM Group should receive a GPS Audit by the assigned DFM or other DFM, Assistant Fire Chief or Fire Marshal. Additional GPS Audits may be conducted when deemed necessary by the Department of Building & Fire Prevention Administration, and/or by a Deputy Fire Marshal.

All OTJ Audit(s) and/or the GPS Audit(s) are to be documented on the appropriate form. Completed forms are to be submitted to Fire Prevention Administration.

SAMPLING OF COMPLETED WORK -

Permit Issued Audits:

Permit Issued Audits (PI Audits) are to be performed quarterly. Annually, every permit type should receive a PI Audit. All PI Audit(s) are to be documented on the Internal Quality Audit form. Completed forms are to be submitted to Fire Prevention Administration for filing and review as required.

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Fire Plans Check Audits:

Plan check audits will be conducted on an annual basis. The audits will consist of a sampling of the primary fire protection systems (fire alarm and sprinkler) and all other permit types, to ensure that a comprehensive quality review has occurred. Details on these audits are provided in the Quality Assurance Program and the results of the Fire Plans Check Audit completed internally will be documented on the Internal Quality Audit form.

The required level of performance is at or above the adopted “High” level service goals listed in Service Goals section of FP-PP-149 “Fire Prevention - Quality Assurance Program.” When the actual level of performance falls below the “High” level of service, Fire Prevention Administration takes action to address the identified issues toward the goal of returning to “High” levels of performance promptly.

Customer Survey’s and Customer Feedback:

On a quarterly basis, Department of Building & Fire Prevention Administration shall review Customer Surveys of the Plans Check group and summarize the customer feedback for follow-up as necessary. Additionally, on a monthly basis FP will review both complaint and positive feedback e-mails and letters from our external customers.

Internal Quality Audits:

On a quarterly basis, two (2) Internal Quality Audits of a selected Guideline, How-To-Guide, Inspection Overlay, or Form, will be performed.

Forms:

- Department of Building & Fire Prevention On-The-Job Field Visit
- Department of Building & Fire Prevention GPS Audit
- Department of Building & Fire Prevention Internal Quality Audit Form
- Customer Feedback Forms – Inspection Groups & Plans Check Group

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Service Goals:

Service Goals are goals set for performance in each area of service offered by Fire Prevention:

- (1) FP Plan/Permit Submittal, Scheduling, and Finance
- (2) FP Fire Plans Check
- (3) FP Fire Inspections & Public Education

FP Service Goals were established in cooperation with users of services provided by the FP. Service Goals are measured monthly and include: **Timeliness** (turn-around time), **Quality** (error-rate), and **Professionalism** (quality of interactions with staff and the public). Management and ad-hoc committees may review Service Goal performance to address issues which may require immediate or expedited action.

Revision History:

POLICY #	TITLE	Effective Date	Revised	Reviewed
FB-PP-150	FP Quality Assurance Plan	09/17/2015	New	
FB-PP-150	FP Quality Assurance Plan		10/21/2015	04/29/2016
			04/29/2016	

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<i>Approved by:</i>	<i>Approved by:</i>
<i>Samuel D. Palmer</i>	<i>Girard W. Page</i>
<i>Samuel D. Palmer, P.E., Acting Director</i>	<i>Girard W. Page, Fire Marshal</i>
<i>Approved by:</i>	<i>Approved by:</i>
<i>Adolf Zubia</i>	<i>Fulton Cochran</i>
<i>Adolf Zubia, Assistant Fire Chief</i>	<i>Fulton Cochran, Assistant Fire Chief</i>
<i>Approved by:</i>	<i>Approved by:</i>
<i>Sandra Tiedeman</i>	
<i>Sandra Tiedeman, Office Services Supervisor</i>	

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APPENDIX – 1

QUALITY ASSURANCE PLAN

INTERNAL QUALITY AUDITS **FORM & INSTRUCTIONS**

ON-THE-JOB TRAINING FORM **(2 Pages)**

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On-The-Job Field visits (OTJ Audits) - OTJ Audits are completed in the field by a supervisor. The supervisor, (i.e. Fire Marshal, Assistant Fire Chief, or Deputy Fire Marshal) witnesses the Fire Inspector conducting Fire Prevention inspections or other business processes, in accordance with established policies and procedures.

At a minimum the following items shall be addressed and the supervisor’s observations documented as follows:

- Observed the Fire Inspector utilizing their assigned Department of Building & Fire Prevention field inspection device (i.e. tablet or smart phone device) and observed the Fire Inspector entering the results of the inspection conducted (i.e. resulting in the field).
- Observed the Fire Inspector accessing the applicable Inspection Overlay while conducting and/or resulting the inspection conducted on the field inspection device.
- When applicable, observed the Fire Inspector completing final inspection with an “AP” (Approved) and “Yes” in the field, using the field inspection device. “Failure” is documented as a Minor Error(s).
- Observed fire inspection conducted according to established Fire Prevention Guidelines.

Completed OTJ Audits shall be reviewed with the Fire Inspector and signed by the supervisor. The completed original OTJ Audit will be maintained by Administration.

After the Fire Inspector enters a final approval (AP) for any approved Plan/Permit Number, an On-The-Job Field Visit (OTJ Audit) may be completed in the field by a supervisor. The supervisor, (i.e. Fire Marshal, Assistant Fire Chief, or Deputy Fire Marshal) visits a business site after the Fire Inspector has entered a final approval into the Department of Building & Fire Prevention’s approved software. The supervisor conducts an overall review of the business site to observe that the Fire Inspector’s work is in compliance with the established Fire Code requirements and policies and procedures.

At a minimum the following items shall be addressed and the supervisor’s observations documented:

- The Fire Inspector did not recognize that a required Fire Protection System was missing during his/her final inspection and the Fire Inspector did not document the required Fire Protection System. Document any finding(s) as a Major Error(s).
- The Fire Inspector did not issue the required permit(s) to the business. Document any finding(s) as a Major Error(s).
- Failure to complete all inspections with “AP” and “Yes” at Final Inspection. Document finding(s) as a Minor Error(s).

Completed OTJ Audits shall be completed promptly by the supervisor. The completed original OTJ Audit will be maintained by Administration.

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APPENDIX – 2

QUALITY ASSURANCE PLAN

INTERNAL QUALITY AUDITS

FORM & INSTRUCTIONS

GPS AUDIT FORM

(One (1) Page)

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**CLARK COUNTY DEPARTMENT OF BUILDING & FIRE PREVENTION
GPS AUDIT**

Inspector: _____ **Date:** _____

Vehicle Number: _____

Does the vehicle stop locations and times coincide with assigned work functions?

YES: _____ NO: _____ COMMENT: _____

Was the Inspector working within their assigned area(s)?

YES _____ NO: _____ COMMENT: _____

The duration of meal and breaks are within guideline set by the current Union Contract?

YES _____ NO: _____ COMMENT: _____

Is the GPS tracking system operational?

YES _____ NO: _____ COMMENT: _____

Recommendations for Improvement / Supplementary Comments:

Deputy Fire Marshal: _____

Date Reviewed With Inspector: _____ **Inspector to Initial:** _____

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APPENDIX – 3

QUALITY ASSURANCE PLAN

INTERNAL QUALITY AUDITS* *FORM & INSTRUCTIONS

INTERNAL QUALITY AUDIT FORM *(2 Pages with instructions)*

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INTERNAL QUALITY AUDIT FORM

DOCUMENTED PROCEDURE BEING AUDITED:	
COMMENTS/CONDITIONS:	
FINDING(S):	
<p>Internal Quality Audits are internal studies used to identify the extent to which documented procedures are followed and the effectiveness of current processes.</p>	

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INSTRUCTIONS TO FILL OUT THE FORM

1. DOCUMENTED PROCEDURE BEING AUDITED – Identify a documented procedure to audit from the Fire Prevention’s library of controlled documents.

2. COMMENTS / CONDITIONS -
 - a. Record the results of the internal studies by specifying the extent of, or lack of, Fire Prevention follow-through with documented procedures.

 - b. Identify the effectiveness of the current processes by describing the extent to which the documented procedures reflect the necessary service delivery goals and objectives of the Department.

3. FINDING(S) – Describe in detail the Internal Quality Audit team finding(s). Findings may include, but are not limited to:
 - a. Change, update, and/or modify the documented procedures;
 - b. None, when there are no recommended actions because current processes and the extent to which the documented procedures actually reflect our service delivery goals and objectives; or,
 - c. There is a need to develop and document a “new” procedure. In every case, the Internal Quality Audit team report and findings shall include a listing of Fire Prevention staff most familiar with the non-conformance. Knowledgeable staff shall be included in the improving processes and procedure efforts when correcting or adjusting issues of non-conformance.

Note: Whenever an Internal Quality Audit finding(s) identified as a “non-conformance” exists, the subject of the Internal Quality Audit shall be added to the Department of Building and Fire Prevention’s Listing of Non-conformances & Inefficiencies for review during quarterly Management Reviews.

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APPENDIX – 4

QUALITY ASSURANCE PLAN

INTERNAL QUALITY AUDITS* *FORM & INSTRUCTIONS

CUSTOMER FEEDBACK FORM

(One (1) page, two-sided card)

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**Clark County Department of Building & Fire Prevention
Customer Service Survey**

**“CUSTOMER SATISFACTION IS OUR GOAL”
What one thing could we have done
to make your transaction a better experience?**

That One Thing: _____

Please provide details: _____

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Let us know if any of our staff (i.e. Intake, Scheduling & Finance; Fire Plans Check; and/or Fire Inspector) provided you with exceptional service that made your transaction an easy process.

If you wish to speak to a supervisor or manager, please provide us your information and we shall contact you.

Name: _____

E-mail: _____