



**NOAA
FISHERIES**

What QM/CI Can Do For You

**Quality Management and Continuous
Improvement Professional Specialty Group**

Fisheries Information System Program

What is Quality Management?

- Quality management encompasses a suite of principles and tools that guide and support an organization-wide commitment to continuous improvement.
- It incorporates system and process improvements, e.g.,
 - Strategic planning
 - Measures and metrics
 - Project management and collaboration
 - That lead to better products



NOAA
FISHERIES

QM/CI Principles



QM/CI Strategies



QM/CI Tools



Quality Data Products

Core principles of QM/CI include leadership buy-in, organization-wide commitment, and a focus on stakeholder needs.

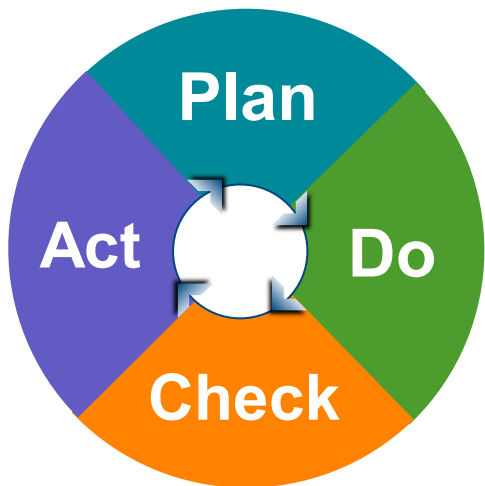
Training, documentation, and standards are some of the key strategies to instill a culture of quality.

A range of tools, such as strategic planning, process mapping, and measurement and metrics, can be used to put QM/CI into practice.

The products that are improved by QM/CI can be anything from data collection and analysis to reports, presentations, and apps.

Search “Quality Management” at fisheries.noaa.gov

QM/CI Models—PDCA (*Do this today!*)

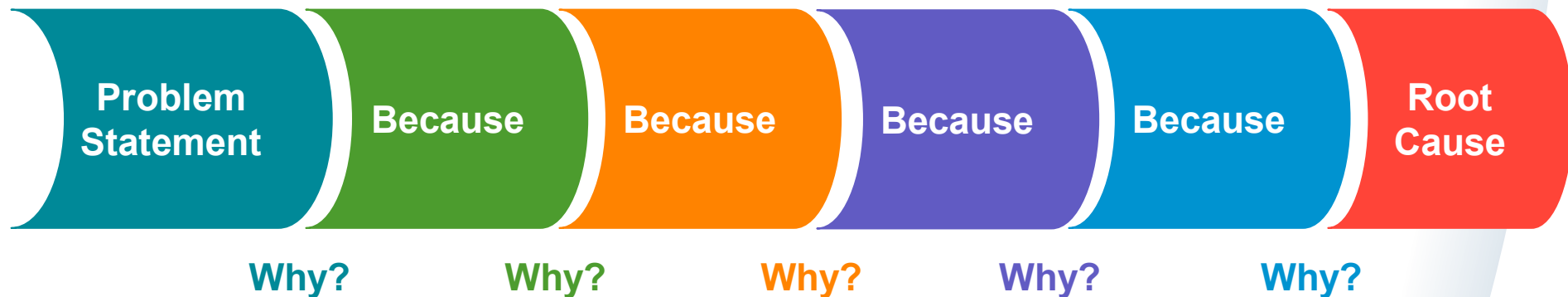


- **PLAN** our actions
- **DO**/Implement
- **CHECK**: How did we do?
- **ACT** on lessons learned from checking to standardize or improve



NOAA
FISHERIES

QM/CI Tools—5 Whys (*Do this today!*)



TIPS

You may need to ask “why” more or less than 5 times

If you don’t get to the root cause, you won’t solve your problem (*just a Bandida ... see video!*)

Stay in the realm of what you can control (*if “root cause” is outside your control, go back to the first “why” within your control*)



NOAA
FISHERIES

The QM/CI Professional Specialty Group

- Part of the Fisheries Information System program, a state-regional-federal partnership to improve fisheries-dependent data
- The QM/CI PSG focuses on embedding QM/CI practices into the organizational culture of NOAA Fisheries offices and partners



NOAA
FISHERIES

What the PSG Can Do For You

- Consult on what QM/CI tools to use and strategies for integrating QM/CI principles
- Advise submitters to the FIS/ET/CSP RFP in the QM/CI category
- Provide funds for QM/CI tools and workshops
- QM/CI implementation framework



NOAA
FISHERIES

QM/CI PSG in Action

- When the team leading **Deepwater Horizon restoration efforts** out of NOAA Fisheries decided to develop a **program-level strategic plan**, they turned to the **QM/CI PSG** to host an **intensive three-day workshop**.



Photo: NOAA Fisheries



NOAA
FISHERIES

QM/CI PSG in Action

- The Deepwater Horizon team developed a series of **actionable tactics and initiatives** to **advance the program's vision** of a **sustainable, healthy, and restored Gulf of Mexico ecosystem**.
- Beyond building a road map for restoration, the process also helped **reinforce the program's core values**, including **innovation, stewardship, and collaboration** across NOAA.

“For the critical task of strategic planning, we wanted to engage with a group that is familiar with the agency mission and has a track record of success. That’s why we were excited to learn about the QM/CI PSG.”

Photo: NOAA Fisheries



QM/CI Resources—Where to Find More



Tools



**Case
Studies**



**Contact
Info**

[fisheries.noaa.gov/national/commercial-fishing/
quality-management-and-continuous-
improvement](https://fisheries.noaa.gov/national/commercial-fishing/quality-management-and-continuous-improvement)



**NOAA
FISHERIES**

QM/CI Resources—Where to Find Us

Office	Ambassador(s)
Atlantic HMS	Jennifer Cudney
OST	Lucas Johansen, Karen Sender, Melissa Yencho
AFSC	Glenn Campbell
AKRO	Stacy Katasse (Chair)
GARFO	Taylor Compton
NEFSC	Debra Duarte, Erin Kupcha
NWFSC	Jeff Cowen
PIFSC/WestPacFIN	Jenny Suter
PIRO	Dawn Golden

Office	Ambassador(s)
SEFSC	Vivian Matter (Vice Chair)
SERO	Michelle Masi
SWFSC	Yuhong Gu
WCRO	Taylor Debevec
AKFIN	Bob Ryznar
ACCSP	Julie DeFilippi Simpson
GulfFIN	Donna Bellais
PacFIN	Jason Edwards, Bob Ryznar



NOAA
FISHERIES