

**Job Aid 1: Quality Indicators** 4-45

**How to Develop a Quality Indicator Program**

Information highlights the need to accurately and precisely measure a process or system

- Early detection of unfavorable trends and patterns
- Rapid remediation
- Timely correction

Specific indicators are selected

- Define Quality Control Indicators to monitor processes that are normally stable but have the inherent potential to fail.
- Define Quality Assurance Indicators to monitor the Path of Workflow that involve multiple inputs from support processes.
- Define Quality Improvement Indicators to monitor new or revised processes undergoing process improvements.

Chosen indicators are established (PLAN).

- Develop an operational definition
  - Identification name or title
  - Purpose that addresses why this measurement is being done
  - Scope
  - Process Owner
- Develop a data collection and analysis methodology
- Set targets, limits, or action thresholds

The indicators are implemented (DO).

The indicators are analyzed and interpreted (CHECK).

Determine the appropriate action.  
Possible actions include:

- Deciding to continue monitoring the indicator as is
- Deciding to stop monitoring the indicator
- Implementing preventive action (OFIs)
- Implementing corrective action
- Modifying targets or action thresholds

Quality indicator data is acted upon (ACT).