WMSP QAV Workflow

1. QAV location determined.
2. Make contact with program site to verify class schedule/location (if needed). QAV's are normally unannounced.
3. Make preliminary determination on QAV length. Normal visit limited to 4-hours. Minimum number of range exercises observed per visit should be four.
4. Upon arrival at training location.
   a. Complete and turn in a signed liability & COVID waiver.
   b. Make contact with RiderCoach(s) as soon as practical.
      i. Introduce self
      ii. Explain purpose (QAV)
      iii. Ascertain when the RC(s) would like debriefs
      iv. Solicit any ground rules for QAS. (stay off the range unless invited on)
5. Conduct QAV
   a. Record observations
   b. Debrief RCs as was determined
6. Notify RCs prior to leaving (if possible)
7. Initial summary must be sent via email to Regional RiderCoachTrainer (RRCT), Area QA Manager (AQM), and State Program Manager (SPM) the day of visit. The summary shall include a brief overview of the visit and a plan for or summary of debrief.
   a. SER and SWR Sites – AQM Ted
   b. NWR and NCR Sites – AQM Les
8. Report due to AQM within five (5) calendar days of site visit.
   a. One to two (1-2) days preferred. (Same day is ideal)
   b. Once you mark the QA report Submitted in the QA system send an email to the AQM mailbox. QA@theref-wi.net Use the following naming convention:

      Subject Line: "REGION_SchoolName_Date of QAV_Lastname of RC1_Lastname of RC2_qLastname of QAS"

      Example: Southwest_ABATE_030720_Guinn_Klinker_qMlsna

9. Any requests from AQM to QAS (Quality Assurance Specialist) for changes to the formal report must be sent via email with RRCT and SPM copied. AQM shall not change any portions of the report.
10. Final report shall be sent to the RRCT, QAS, Program Site Manager, and SPM within seven (7) calendar days of receiving draft report.
11. QAS team members shall retain a PDF copy of each draft report when initially submitted for review by AQM, then sent to SPM.