

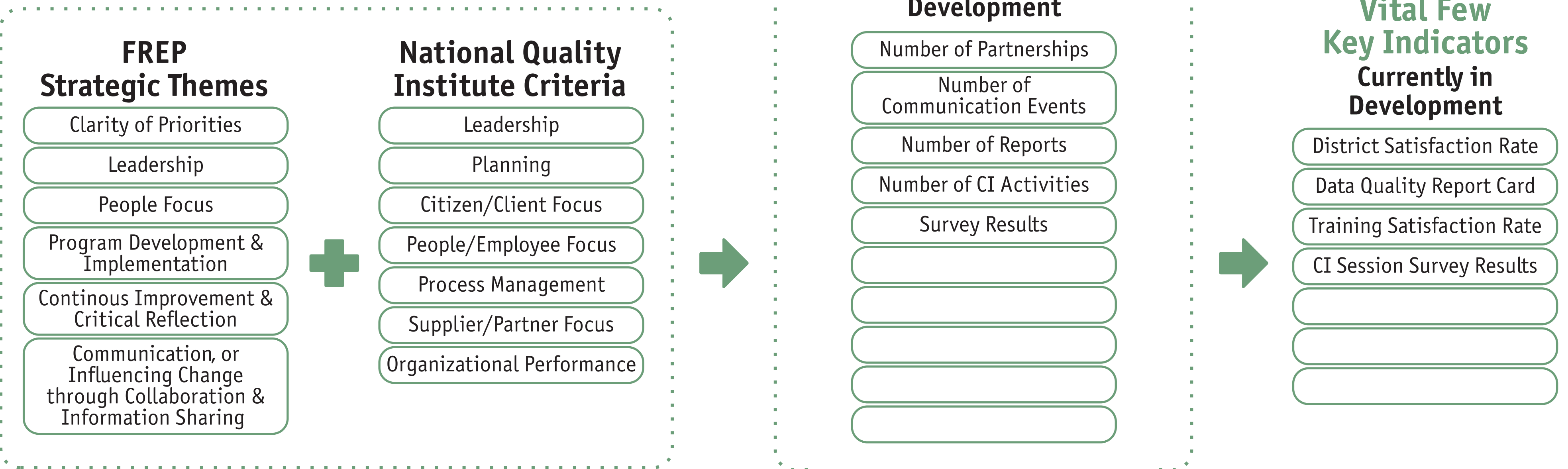
FREP Quality Management



FREP
Forest & Range
Evaluation Program

The Forest and Range Evaluation Program ensures its excellence by linking the program's vision and mission to the Government's goals and to the criteria established by the National Quality Institute (NQI). In light of FREP's commitment to achieve NQI's level 3 quality recognition, the figure below illustrates how FREP intends to track its performance and deliverables to stakeholders.

Figure 1: How FREP Strategic Themes, Performance Measures and NQI Criteria are integrated (FREP QCP 5)



FREP Quality Management Team

Consisting of district, regional and branch members, the quality management team plans, implements and promotes quality management in the FREP program. Their work includes producing annual work plans and reports, implementing NQI quality criteria and applications, leading improvement projects, and advising on all aspects of quality management within FREP.

The members are:

Agathe Bernard (Nadina Forest District)
Alanya Smith (Forest Practices Branch)
Jim Dunkley (Coast Forest Region)
Kevin Kilpatrick (Forest Practices Branch)

Nancy Densmore (Forest Practices Branch)
Peter Bradford (Forest Practices Branch)
Frank Barber (Forest Practices Branch)
Diane Millar (Columbia Forest District)

Sean Muise (Queen Charlotte Islands Forest District)
Kathy Danchuk (Southern Interior Forest Region)
Joan Cringan (Forest Practices Branch)
Thomas Chen (Forest Practices Branch)

Adopted by FREP as the benchmark framework and best practices for quality management, these are the criteria from NQI in 6 categories:

NQI Progressive Excellence Program (PEP) Categories & Criteria

LEADERSHIP

Strategic direction
Leadership involvement
Results of leadership actions
Continuous improvement

SUPPLIER & PARTNER FOCUS

Partnering
Results of actions in Supplier Focus
Continuous improvement

PLANNING

Development and content of improvement plan
Assessment
Results of actions through improvement planning
Continuous improvement

PROCESS MANAGEMENT

Process definition
Process control
Process improvement
Results of actions in Process Management
Continuous improvement

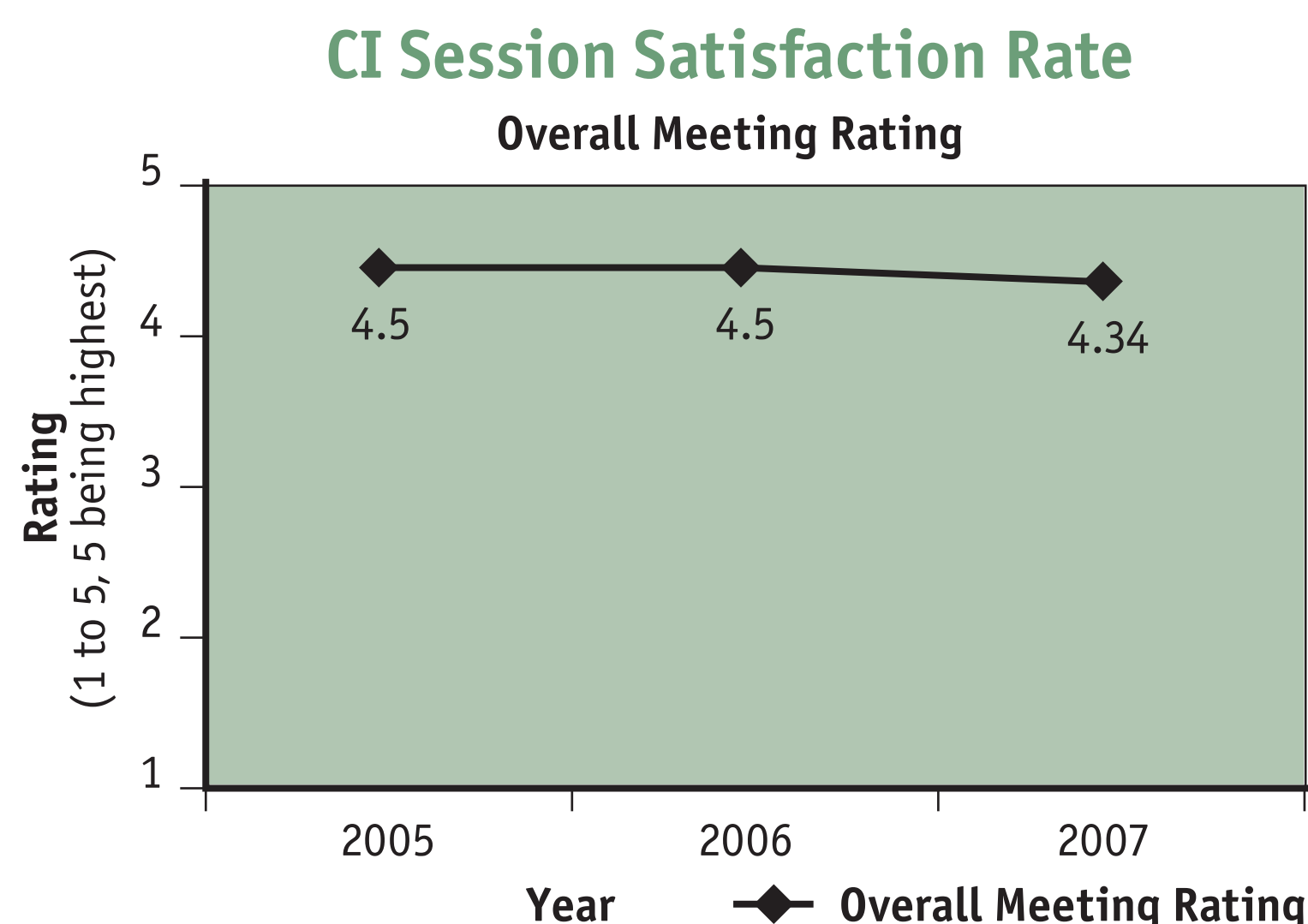
PEOPLE FOCUS

Human resource planning
Participatory environment
Continuous learning
Employee satisfaction
Results of actions from a focus on people

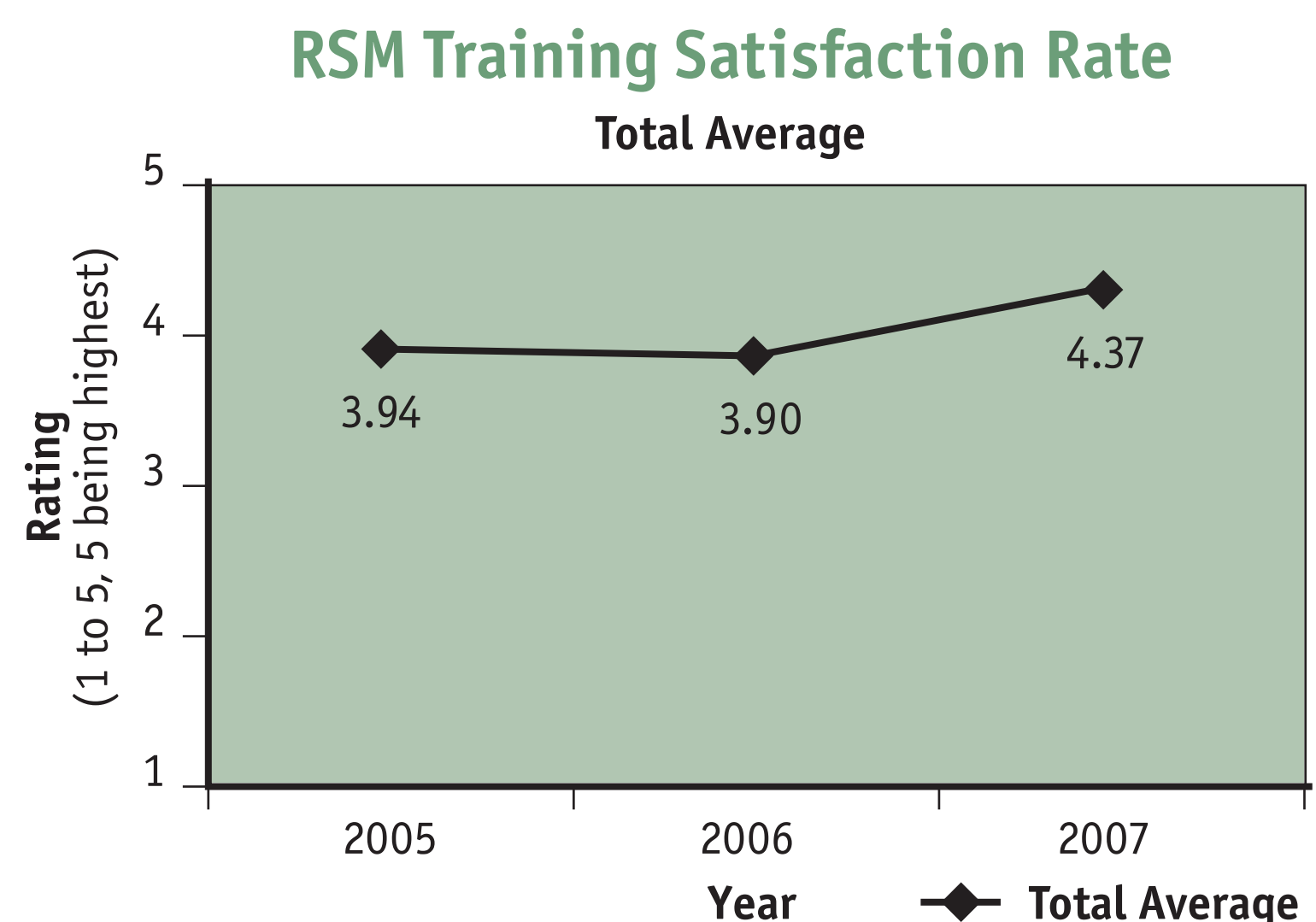
CITIZEN & CLIENT FOCUS

Voice of the client/stakeholder
Management of client/stakeholder relationships
Measurement of client/stakeholder satisfaction
Results of actions on citizen/client focus

Performance Trends



Year	2005	2006	2007
Number of People Attended	80	100	100
Response Rate	47.5%	37%	58%



Year	2005	2006	2007
Number of People Attended	N/A	204	228
Response Rate	N/A	20%	25.4%