

2008 Forest and Range Evaluation Program Quality Assessment

1. Introduction and purpose of the assessment

This is the FREP's annual quality assessment. This assessment gathers the opinion and feedback of people involved in FREP on how well the program is working. Based on the six strategic themes in the FREP Strategic Plan and the National Quality Institute's level 3 criteria, the FREP quality management team crafted the questions in the following six categories:

- leadership
- continuous improvement
- communication
- program development and implementation
- people focus
- clarity of priorities

The results of this assessment will form a key part of the application to FREP's quality management certification. In addition, the results provide a critical review and reflection of our Strategic Plan. The FREP working group (FREWG) will use the information to evaluate our Strategic Plan. This is the 2nd year that we have completed a quality assessment. By conducting this type of assessment on an annual basis, we will have trend data to show our progress and performance. The previous year's survey was the pre-strategy questionnaire and the SWOT (Strength, Weakness, Opportunities, and Threats) analysis, which helped the initial development of our Strategic Plan.

A similar survey will be conducted with resource agency senior management and external stakeholders.

The members of quality management team 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)

If you would like to participate on the FREP quality management team, please contact Thomas Chen.

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2. Demographic information

I work for:

- Ministry of Forests and Range (MFR)
- Ministry of Environment (MOE)
- Integrated Land Management Bureau (ILMB)
- Ministry of Tourism, Sports, and the Arts (MTSA)
- Consultant

Other (please specify)

I work at:

- District
- Region
- Branch
- N/A

My current job status is:

- Permanent
- Auxiliary
- Contract

I have worked for government for:

- Less than one year
- 1 to 3 years
- 4 to 9 years
- 10 to 15 years
- More than 15 years

How long have you been involved in FREP?

- Less than one year
- 1 to 2 years
- 3 years

My involvement with FREP to date (check more than one if appropriate):

- Resource Stewardship Monitoring (RSM) – field data collection
- Intensive evaluations/special projects
- Resource value team – indicators, protocols, and procedure development
- Data analysis
- Program management
- Data and information management

Other (please specify)

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My role within my agency is best described as (check more than one if appropriate):

- Manager
- Technician
- Professional – forester
- Professional – biologist/agrologist
- Support Staff
- Research scientist
- Executive

Other (please specify)

3. Leadership

1. There is a high level of commitment from Ministry of Forests and Range (MFR) executive and other senior management for FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. There is a high level of commitment from Ministry of Environment (MOE) executive and other senior management for FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

3. There is a high level of engagement in FREP at my local office (e.g. district, region , branch).

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

4. There is a high level of shared program leadership between MFR and MOE (e.g. strategic direction, planning, indicator and protocol development).

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

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5. There is a high level of shared program leadership between MFR and resource agencies other than MOE (e.g. MTSA, ILMB).

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

6. Local leaders (e.g. people in your office) have been engaged and empowered to the following:

(A) Individual program activities, initiatives and planning (e.g. CI session, training plan development, strategy plan development, field handbook, GIS guide, etc.).

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(B) Program implementation (e.g. data collection)

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(C) Continuous improvement in all aspects of FREP

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

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(D) Communication of activities and results to stakeholders and partners

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

7. There is strong local – level (e.g. your office) management support for FREP.

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

8. There is an overall strong leadership in FREP.

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

9. Concerning "leadership" ...

(A) What do you see as the "leadership" strengths in FREP?

(B) What do you see as the FREP "leadership" challenges?

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(C) What suggestions for improving FREP "leadership" do you have?

(D) Do you have any other comments for this category?

4. Continuous Improvement

1. Innovation is encouraged in FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. Excellence, quality, and continuous improvement are encouraged in FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

3. I am fully aware of the principles that drive continuous improvement

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

4. I am fully aware of NQI PEP (National Quality Institute Progressive Excellence Program) and its relationship to FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

5. I am fully aware of the NQI level 3 criteria.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

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6. Concerning "continuous improvement" (e.g. ongoing improvement on all aspects of the program, the way we do business)...

(A) What do you see as the "continuous improvement" strengths in FREP?

(B) What do you see as the FREP "continuous improvement" challenges?

(C) What "continuous improvement" suggestions do you have for FREP?

(D) Do you have any other comments for this category?

5. Communication

1. The following program information is readily available to all:

(A) Indicators and protocols

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(B) Data

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(C) Reports

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. There is a high level of awareness of FREP among:

(A) MFR staff

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(B) MFR management

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(C) MOE staff

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(D) MOE management

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(E) ILMB staff

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(F) ILMB management

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

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(G) MTSA staff

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(H) MTSA management

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(I) Environmental non-profit organizations

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(J) General public

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(K) Forest industry

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(L) First Nations

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

3. There is adequate internal communication about FREP to government stakeholders. (e.g. Resource Stewardship Monitoring conference call, CI session, etc.)

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

4. There is adequate internal communication about FREP to external stakeholders. (e.g. FREP web site, listserv, etc.)

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

5. Concerning "communication" ...

(A) What do you see as the "communication" strengths in FREP?

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(B) What do you see as the FREP "communication" challenges?

(C) What "communication" suggestions do you have for FREP?

(D) Do you have any other comments for this category?

6. Program Development and Implementation

1. All parties whose contribution and/or support are critical to program success have had adequate opportunities for involvement in FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. My local office monitoring and information needs. (e.g. district, region, branch) will be met through:

(A) RSM indicators and protocols

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(B) RSM data analysis and reports:

(B1) Local analysis from data in IMS (Information Management System)

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(B2) Provincial specialist analysis and reports for:

- Stand level biodiversity

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

- Riparian and fish habitat

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

- Water quality

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

- Other resource value?

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(please specify)

- Other resource value?

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(please specify)

(B3) FREP reports on website

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

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3. The data collected and analyzed under FREP will have a significant influence in:

(A) Improving local level practices

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(B) Improving regional and provincial policies

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

(C) Improving legislation

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

4. There are adequate resources in my office to implement FREP as planned (e.g. implementation schedule).

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

5. There is strong technical support for the implementation of FREP (e.g. access to subject matter experts, Resource Stewardship Monitoring Q&A conference calls).

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

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6. I am aware that MFR has performance targets for FREP.

- jn 1 - strongly disagree
- jn 2 - disagree
- jn 3 - neutral
- jn 4 - agree
- jn 5 - strongly agree
- jn N/A
- jn don't know

7. I understand how FREP results will be used to improve forest policy, practices, and legislation.

- jn 1 - strongly disagree
- jn 2 - disagree
- jn 3 - neutral
- jn 4 - agree
- jn 5 - strongly agree
- jn N/A
- jn don't know

8. In the context of ensuring we meet our organizational needs today and into the future...

(A) What do you see as the "program development and implementation" strengths in FREP?

(B) What do you see as the FREP "program development and implementation" challenges?

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(C) What "program development and implementation" suggestions do you have for FREP?

(D) Do you have any other comments for this category?

7. People Focus

1. There is full and appropriate recognition for the contribution that individuals make to FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. There is full transparency in all aspects of FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

3. There is a meaningful voice for, and spirit of collaboration with, FREP partners and stakeholders.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

4. I am encouraged to provide suggestions for the continuous improvements of FREP.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

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5. My suggestions for continuous improvement are considered and adequately implemented.

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

6. FREP development and delivery is based on the key principle that the most critical of all program resources is people.

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

7. My FREP related training and development needs (e.g. RSM training) are being:
(A) Effectively identified

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

(B) Effectively met

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

8. My FREP related responsibilities are in my EPDP.

- jñ 1 - strongly disagree
- jñ 2 - disagree
- jñ 3 - neutral
- jñ 4 - agree
- jñ 5 - strongly agree
- jñ N/A
- jñ don't know

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9. For those involved in FREP activities, there is a sense of teamwork, purpose, and pride.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

10. Concerning "people focus" ...

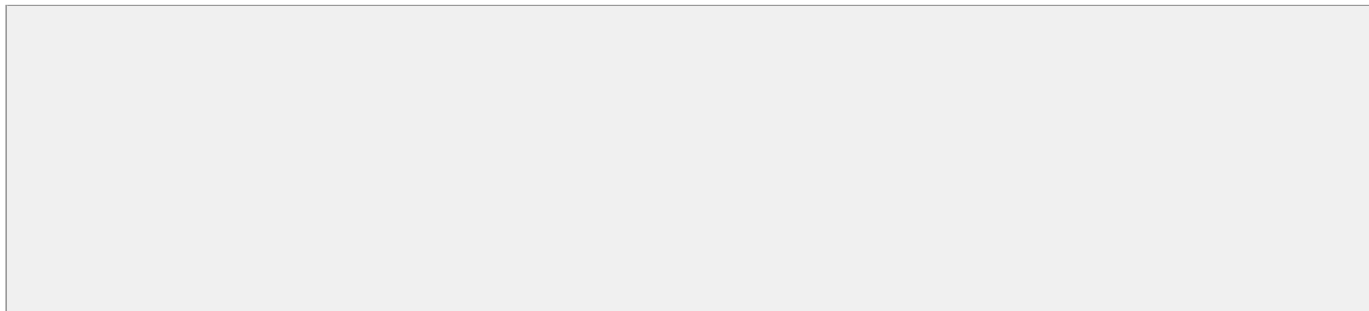
(A) What do you see as the "people focus" strengths in FREP?

(B) What do you see as the FREP "people focus" challenges?

(C) What "people focus" suggestions do you have for FREP?

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(D) Do you have any other comments for this category?



8. Clarity of Priorities

1. I am aware of the FREP Vision, Mission statements.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

2. I am aware of how the FREP vision, mission statements contribute to the achievement of the overall Ministries mission.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

3. I am aware of the FREP priorities.

jñ 1 - strongly disagree

jñ 2 - disagree

jñ 3 - neutral

jñ 4 - agree

jñ 5 - strongly agree

jñ N/A

jñ don't know

4. Concerning "clarity of priorities" ...

(A) What do you see as the "clarity of priorities" strengths in FREP?

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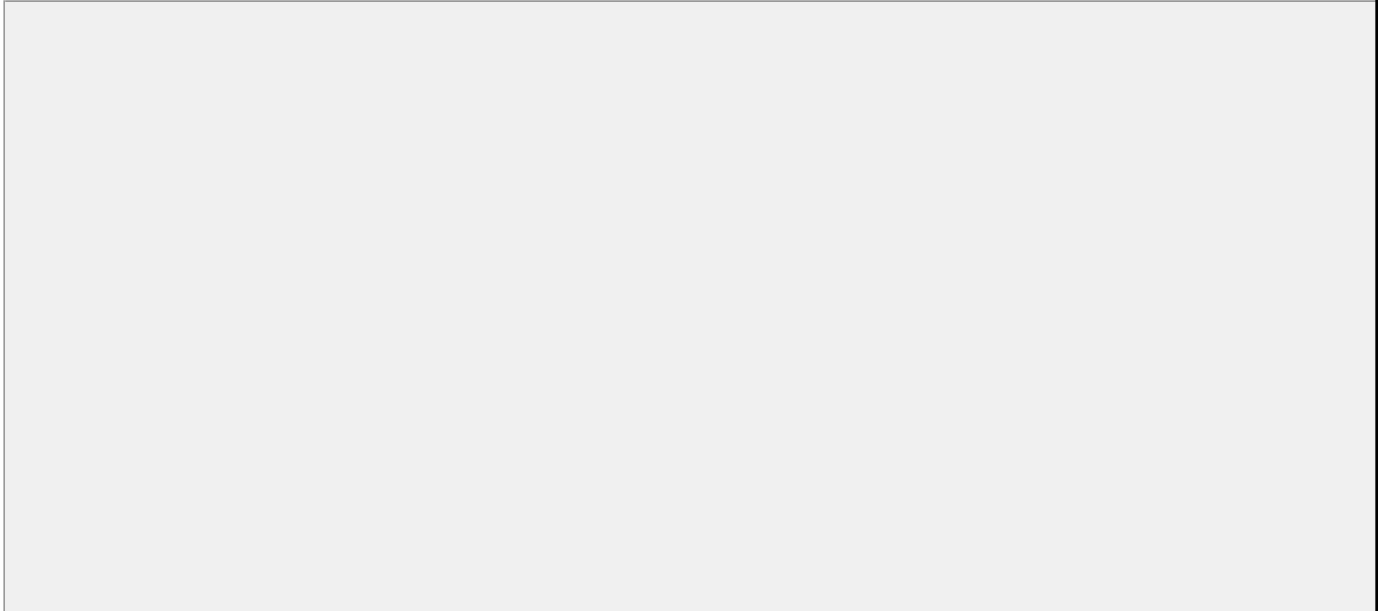
(B) What do you see as the FREP "clarity of priorities" challenges?

(C) What "clarity of priorities" suggestions do you have for FREP?

(D) Do you have any other comments for this category?

9. Overall

Do you have any suggestions for improvement of this survey?



If you would like to participate on the FREP quality management team, please contact Thomas Chen @ (250) 387-8013 or email to Thomas.Chen@gov.bc.ca

Thank you very much for your time. FREP appreciates your comments and input.