Quality Control

The purpose of the Quality Control policy is to regularly review all PNCB programs and services to ensure consistent quality and/or implement corrective actions if variances are detected. The Chief Operating Officer will request support from program/service managers for carrying out procedures to meet the policy based on an established schedule. Please see the Quality Control compliance calendar for frequency information.

Major Components:

- Secure Examination Development –
  - Process audit from item writing to form publishing
  - Form assignment and score audits

- Communications –
  - Emails –
    - Eblast software platform
      - Developing new eblasts
      - After eblast activity
      - Blacklist/internet service provider (ISP) complaints
      - Deliverability/bounces
      - Overall effectiveness/success rate benchmarking
      - Synch procedures & troubleshooting
    - Candidate/Certificant database (including auto-generated)
      - Routine reviews
      - Correction-driven reviews

- Website
  - New content/pages
  - Webpage edits (non-applications)
  - Webpage edits (applications)
  - Application/commerce functionality
  - Links
  - Product descriptions

- Critical certificant mailings
  - Recert postcards and letters
  - Pass packets
  - Lapse letters

- Practice Tests / Pediatric Updates Modules/other CE and continuing education systems and products
  - Initial product set-up
  - Changes/updated to live modules
  - Audit of automated score processing

- Data retention and security
• Candidate registration and processing

• Certificant renewal and processing

• Verifications

• Customer Service – audit of incoming and outgoing information

• Operations – information systems, personnel, compliance/quality
  o Information systems procedures
  o Staff training – initial and annual or as needed
  o Contractor compliance

• Accounting
  o Accounting
  o Financial audit

• Governance
  o Board member training

Procedures for quality control of major component areas are located on the PNCB’s intranet (N:\drive) for staff access. Program area managers are required to report the status of quality control compliance in their reports to the Chief Operating Officer as indicated on the procedure frequency.

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