



PEDIATRIC NURSING CERTIFICATION BOARD

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
 - Information systems procedures
 - Staff training – initial and annual or as needed
 - Contractor compliance
- Accounting
 - Accounting
 - Financial audit
- Governance
 - 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.

Date Approved: 10/22/2015, 06/2016
Last Revision Date: 02/16/2016