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Quality Management and Continuous Improvement Professional Specialty Group

The Fisheries Information System program

The Fisheries-Dependent Data Operating Environment



Regionally driven.



Dynamic.



Responsive to new technologies.



Constantly facing new demands.



Requiring continuous improvement.



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What is QM/CI?

*The integration of **all organizational assets** to **meet stakeholders' needs** by developing quality processes that produce quality programs and services.*

*Focused not only on **program and service quality**, but also on the **quality of process** used to achieve these ends.*

Engaging leadership

Strategic planning

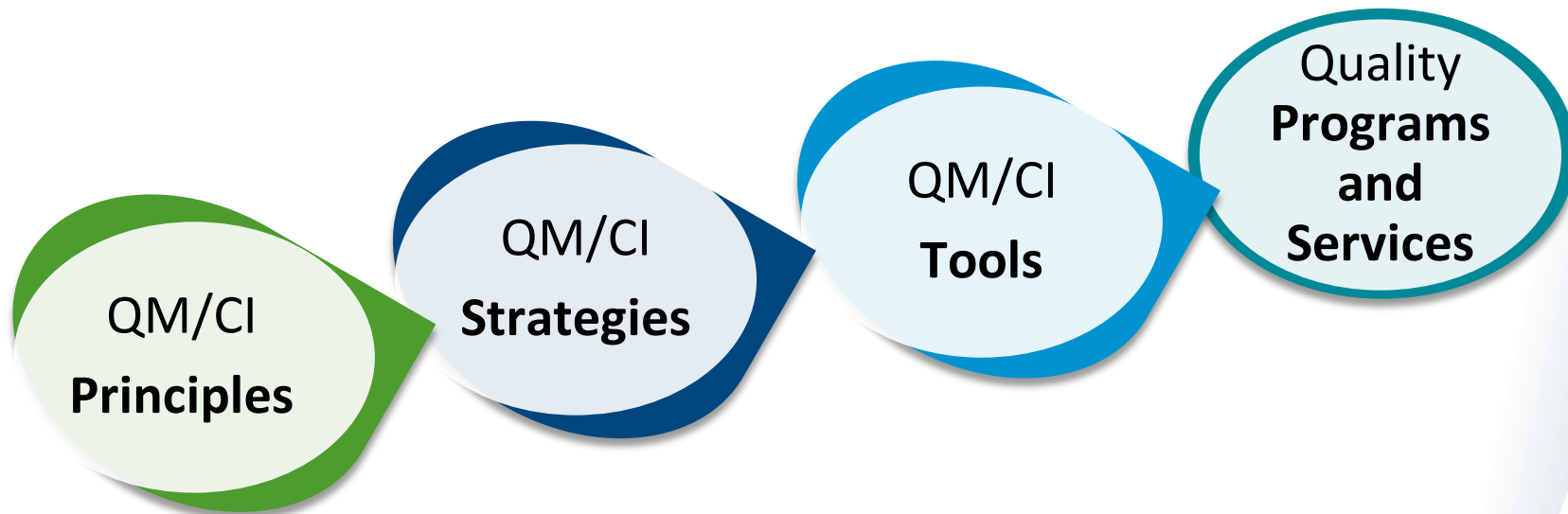
Using proven process improvement tools

Actively listening to stakeholders



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Visualizing QM/CI



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QM/CI Principles

Engaged leadership

Continuous improvement

Process approach

Stakeholder focus

Systems approach to management

Factual approach to decision making

Involvement of all organizational staff



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QM/CI Strategies

Training on tools and principles

Documenting all processes and data

Evaluating existing standards

Ensuring measurement system is in place



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QM/CI Tools

Hoshin Kanri – strategic planning

Measures and metrics

Value Stream Mapping

**Documentation, data and processes
management**



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Outcomes: Quality Programs and Services

Division-level strategic plans

Improved processes and systems

Defined measures and metrics



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The QM/CI Professional Specialty Group



The QM/CI PSG develops and hosts quality management trainings to provide participants with methods and tools for improving data collection and reporting processes in regions across the country.

It also guides the implementation of quality management principles and tools into daily business practices to ensure ongoing improvement.



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About FIS

The **Fisheries Information System program** improves fisheries-dependent information in three broad categories:

- Data gaps and data quality;
- Efficient technology and data integration; and
- Effective coordination and communication in the design, collection, and uses of data.

Competitive RFP funds fisheries-dependent data projects.

Professional Specialty Groups:

- Coder PSG.
- Electronic Technologies (ET PSG).
- Pacific Highly Migratory Species (HMS PSG).
- Quality Management and Continuous Improvement (QM/CI PSG).



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The QM/CI PSG Value Proposition

For a relatively small investment in time, your office, branch, or division can see near-immediate, measurable improvements in the quality of the full range of programs and services you provide, and your ability to deliver on mission for your stakeholders.

Reports

Presentations

Computer applications

Trainings

Data collection

Councils, Commissions, FINS

Regions and Science Centers

The American public

Congress

Colleagues and peers



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Applying QM/CI to Fisheries: Funding

- **QM/CI** is one of the five focus areas in the annual **competitive RFP sponsored by FIS** in collaboration with National Observer Program's Electronic Technologies program and National Catch Share Program.
- **HQ offices, regional offices, science centers, FINs, and states** are eligible to apply.
- The **QM/CI PSG** also has [additional funding](#) available for teams seeking assistance in **learning and applying QM/CI** tools and practices.



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Applying QM/CI to Fisheries: QM/CI Tools

The QM/CI Tools page is a centralized space to share quality improvement exercises and tools to understand and improve our data, activities, and processes in fisheries.

The screenshot shows the NOAA Fisheries website. At the top, the header includes the NOAA logo, the text "NOAA FISHERIES 150th BIRTHDAY", and a search bar labeled "Search NOAA Fisheries". Below the header is a navigation bar with links: "Find A Species", "Fishing & Seafood", "Protecting Marine Life", "Environment", "Regions", "Resources & Services", and "About Us". The main content area is titled "COMMERCIAL FISHING" and "Quality Management and Continuous Improvement Tools". It includes a paragraph about the range of resources available and a "Table of Contents" section with links to "Background-Problem-Solution Tool" and "Analysis". A sidebar on the left contains social media icons for Facebook, Twitter, LinkedIn, and YouTube, along with a "Send Us Your Feedback" button. The footer of the page features the NOAA logo and the text "NOAA FISHERIES".

Hoshin Kanri Strategic Planning

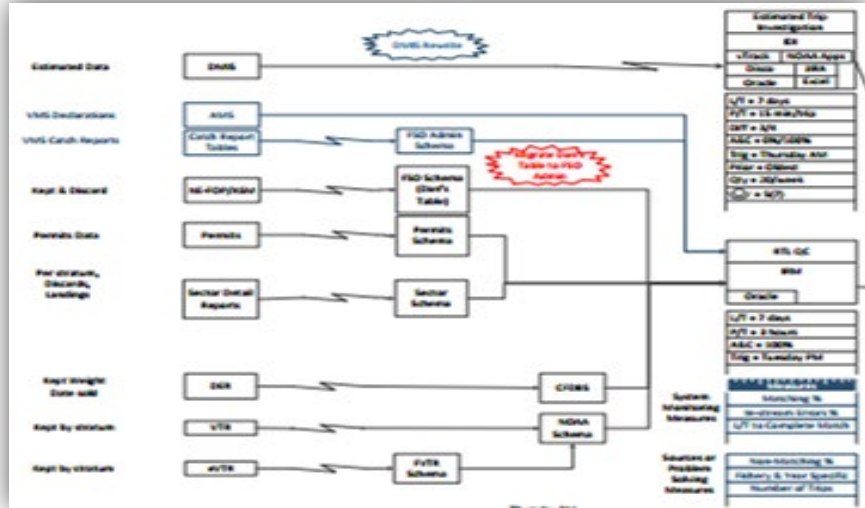
A planning tool that creates a clear strategic plan and shows the links between short-term actions and long-term vision. It is also used to promote accountability and improve process tracking.



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Value Stream Mapping

A tool to provide an overview of a process — starting and finishing at the stakeholder. Its pictorial representation of information and process flow helps to create a roadmap for improvements.



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Learn more:

[fisheries.noaa.gov/national/commercial-fishing/
quality-management-and-continuous-improvement](https://fisheries.noaa.gov/national/commercial-fishing/quality-management-and-continuous-improvement)



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