



## NOAA FISHERIES

### Fisheries Information System Program

#### **About the Quality Management and Continuous Improvement Professional Specialty Group**

*As part of the Fisheries Information System program, the Quality Management and Continuous Improvement Professional Specialty Group brings experts together from across NOAA Fisheries and our partner institutions to provide trainings; conduct workshops; promote timely, cost-effective management and policy-making; and foster a broad and enduring culture of quality throughout the fisheries data community.*

#### **About FIS**

*The Fisheries Information System program is a state-regional-federal partnership that supports sound, science-based fisheries management. FIS does so by fostering cross-disciplinary collaboration and funding innovative projects to improve the quality of fisheries-dependent data.*

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# Quality Management and Continuous Improvement Success Story

## Embracing a Culture of Quality: QM/CI Training for the Alaska Region

### **The Challenge**

Integrating quality management and continuous improvement tools and processes into an individual project or the routine work of a team can be a critical first step in developing high-quality data products. However, with a wide array of QM/CI tools available, determining which to use and how to use it can feel like a daunting task.

### **The Goal**

Working with the Alaska Regional Offices Learning Team and the QM/CI PSG Education Group, the [QM/CI PSG ambassador](#) for the region developed an informal training series. The series aimed to teach colleagues what quality management is, and how it can apply to ensuring data quality and improving overall work processes.

### **The Approach**

The training series, consisting of 10 weekly sessions, covered 11 QM tools, plus an introductory session with an overview of QM and the QM/CI PSG. Featured tools focused on information flow, project management, and process mapping. In each session, the facilitators—including other members of the QM/CI PSG—covered when and how to use the featured tool, along with tips and tricks. While attending multiple sessions was encouraged, each training was designed to stand on its own so participants could choose which tools to learn about based on what best fit their interests and needs. Every session also featured opportunities to try out the tools and discuss lessons learned.

### **The Outcome**

Participants found the trainings effective and said that they would begin incorporating QM/CI practices into their everyday work. In addition, the region now has a toolbox with templates and one-pagers hosted on its intranet for easy access and ongoing reference. The new toolbox can also serve as a model for other regions and partners to expand the practice of QM and promote process improvements.

*To learn more about scheduling a workshop, funding opportunities, and the FIS commitment to enhancing the NOAA Fisheries culture of quality, visit [www.fisheries.noaa.gov/national/commercial-fishing/quality-management-and-continuous-improvement](http://www.fisheries.noaa.gov/national/commercial-fishing/quality-management-and-continuous-improvement).*

