NOAA Fisheries Service
Northeast Regional Office
Fisheries Data Services Division

Quality Management System
Process Characteristic Sheet

Process: **PCS – Reporting – Vessel IVR**	
Process Owner: **IVR Team Leader**	
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Process Objectives	Metric(s)	Goal
Provide real time catch and effort data for quota monitoring and Research Set Aside (RSA) program	On-time running of scripts	90% reporting compliance within 24 hours of trip completion

Main Process Steps
1. Collect real time data via IVR call-in system.
2. Update weekly quota monitoring report using new data.
3. Run SQL scripts to produce summary reports on IVR data.
4. Send summary reports to RSA project leader and in-house staff.

Primary Process Outputs
▪ Catch and effort data

Key Process Elements	Requirements for Process Elements	
Personnel	▪ Fishery Information Specialists	
Equipment	▪ IVR Call-In System/Server ▪ PCs	▪ Servers
Software	▪ SQL scripts	▪ Oracle Database ▪ Oracle SQL Developer
Information	▪ IVR background tables ▪ Quota monitoring tables ▪ Permits tables	▪ LOA ▪ EFP
Materials	▪ Letterhead	
Environment	▪ Standard office environment	

Documents Defining Process	▪ SOP – Reporting – Vessel IVR

Authorized Signature