



Quality Management Office Introduction Briefing

Mr. Kelly E. Garrett
Director, Quality Management Office

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PURPOSE: To inform and educate our partners about the role of the Quality Management Office.

1. Overview
2. Quality Management
3. Strategy Deployment and Automation
4. Process Improvement/Innovation
5. Licensing Credentialing Program
6. Conclusion



What Does QMO Do?

- The Quality Management Office (QMO) serves as the Sponsor's and Commander's quality representative to coordinate and guide quality assurance, Food and Drug Administration (FDA) regulated compliance, strategy deployment, and business process improvement activities throughout USAMRMC and its subordinate commands.
- Our mission is to promote a culture of quality that enhances the USAMRMC mission. Collaborating with our partners at subordinate commands ensures success by efficiently and effectively maximizing resources.



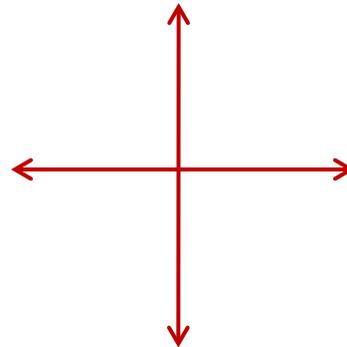
What Does QMO Do?

“The Quality Management Office assures that nothing is done, or fails to be done, which will get anyone fired or sent to jail.”



QMO Leadership Philosophy

- The role of QMO within the command is to:
Inform, Educate, and Assist
- We need to be **Consistent** with our message and **Persistent** in our approach
- **Communication** is key
- **Communication = Information = Knowledge = Influence**





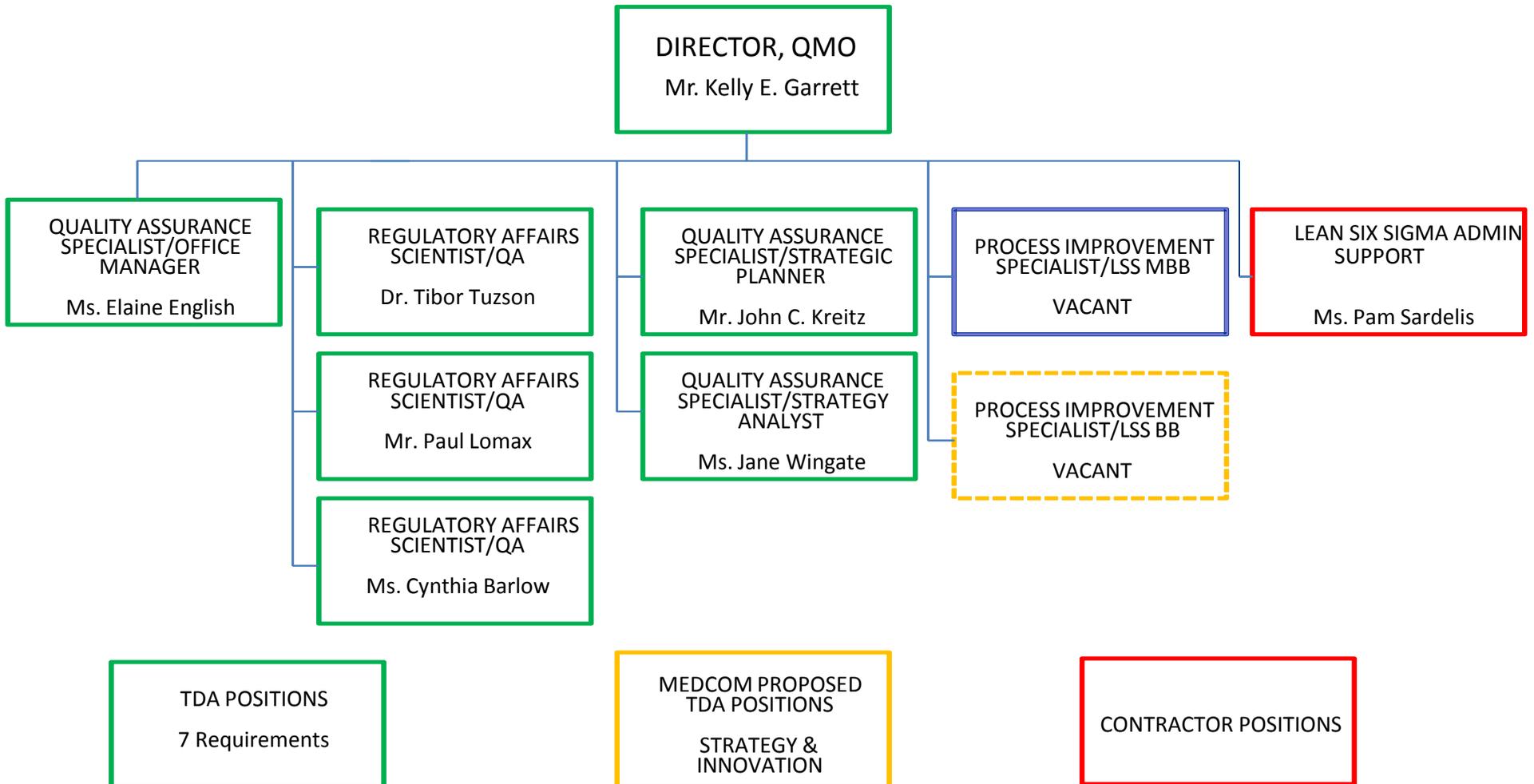
QMO Leadership Approach

- Stakeholder Analysis helps to:
 - Identify Priority Targets of Influence and Influence Areas of Interest
 - so that we may better:
- Solve Problems
- Make (& Influence) Decisions
- Achieve Results



QMO Current Organizational Structure

USAMRMC Quality Management Office Organizational Structure





Quality Management

- Serve as the Sponsor's Quality Representative for FDA-regulated activities
- Advisor to the CG, HQ staff, and subordinate commands on quality processes
- Support USAMRMC Staff Assistance Visit /Organizational Inspection Program (SAV/OIP)
- Quality Assurance Representative on Integrated Product Teams (IPT)
- Proponent for USAMRMC policies and pamphlets as related to Quality in FDA-regulated activities and other areas
- Plan and conduct "for cause" and scheduled audits for FDA-regulated activities and other areas
- Inform, educate, and assist USAMRMC subordinate commands and functional areas



Strategy Deployment and Automation

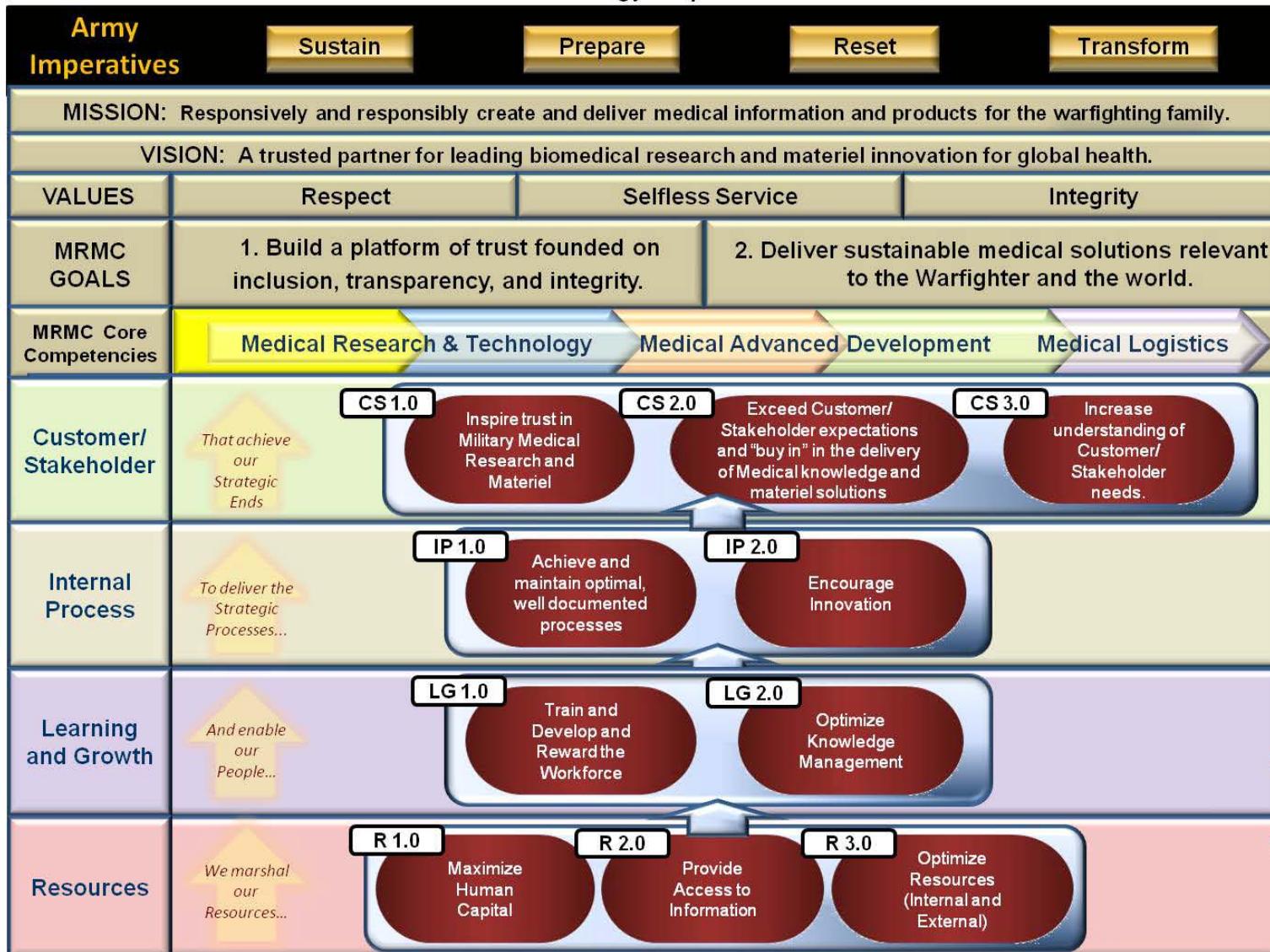
- Roles within HQ USAMRMC, at subordinate commands, and at OTSG/MEDCOM
- Strategy deployment (strategic planning and execution)
- Strategy automation (Strategic Management System)
 - Organizational assessments
 - Balanced Scorecard Institute Certified Professionals
 - Strategy Deployment and Automation workshops
 - SMS training and helpdesk support
- Interactive Customer Evaluation (ICE)
- Strategic performance reporting
- Strategic human capital management
- Sustainability



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USAMRMC Strategy Map as of 25 Mar 2011



Feedback Adjusts Resourcing Decisions

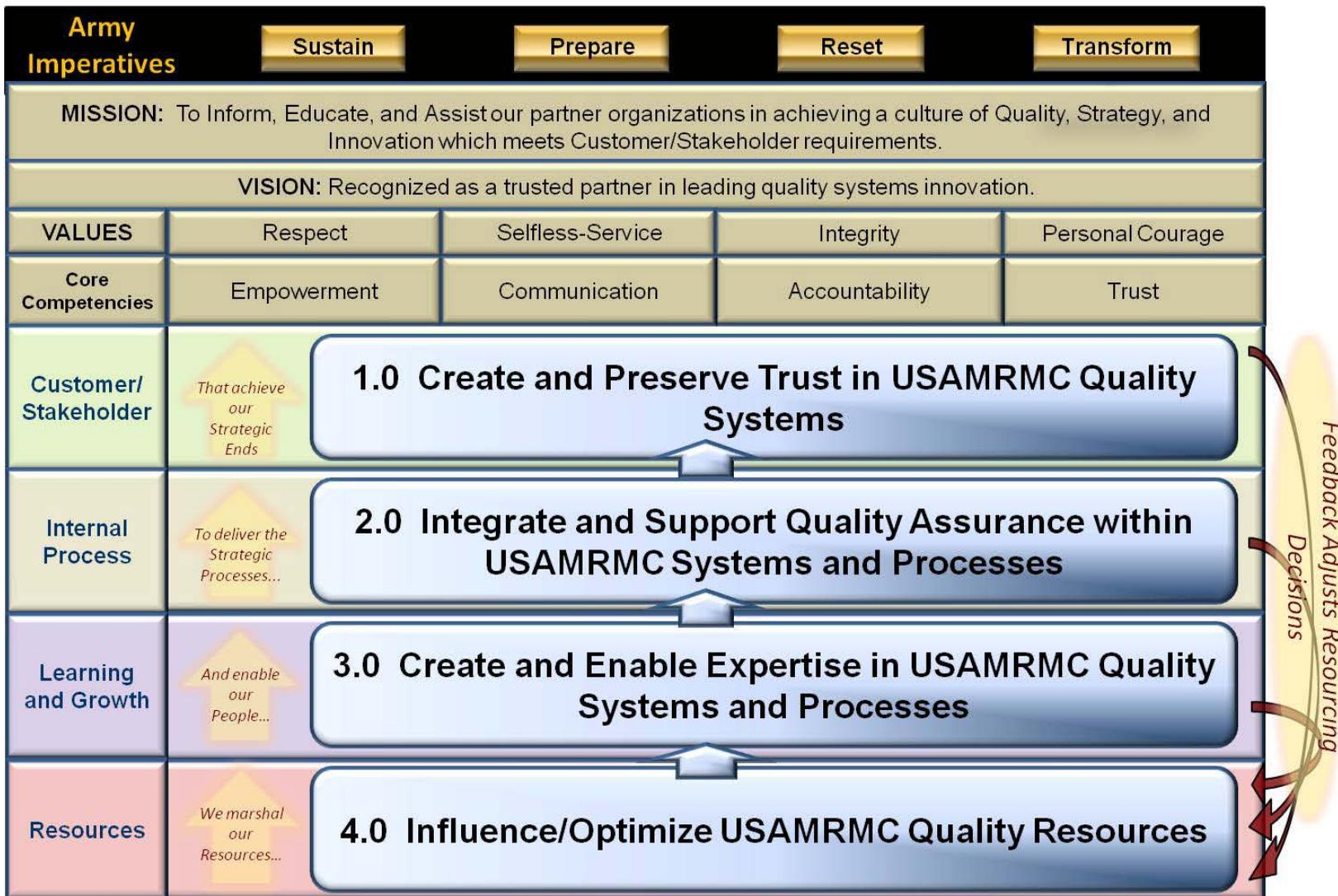
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USAMRMC Quality Management Office Strategy Map, September 2011



USAMRMC POC: MCMR-QMO (301-619-8088) (DSN 343)/USAMRMCSTRATEGYMGT@AMEDD.ARMY.MIL



Process Improvement/Innovation

- Serve as the USAMRMC Deployment Director Office for Continuous Process Improvement/Lean Six Sigma (LSS)
- Synchronize process improvement efforts with Strategy Deployment and Balanced Score Card
- Support process improvement efforts throughout USAMRMC utilizing LSS methodology for Rapid Improvement Events (RIE)
- Facilitate “Quick Wins” throughout USAMRMC by assisting subordinate command with process improvement events
- Mentor LSS Green Belt and Black Belt Candidates
- Conduct LSS Yellow Belt training for team members
- Regularly report LSS project updates, training, and other accomplishments to USAMRMC Executive Steering Committee and Commanding General
- Report LSS Deployment Progress to MEDCOM via Balance Score Card



Licensing & Credentialing Program

- QMO manages the Licensing & Credentialing Program at HQ USAMRMC and the subordinate commands.
- **Army Regulation 40-68, 4-4. Professional disciplines requiring license, certification, and /or registration.**

“The following health care providers/professionals must possess and maintain a current, active, valid and unrestricted license from a U.S. jurisdiction before practicing independently within the defined scope of practice their specialty (list not all inclusive): APRNs, audiologist, behavioral health practitioners, chiropractors, clinical pharmacists, clinical psychologist, clinical social workers, counseling psychologist, dental hygienists, dentists, dietitians, occupational therapists (OTs), optometrists, physical therapist, PA, physicians, podiatrists, practical/vocational nurses, psychological associates, registered nurses, substance abuse counselors, and speech pathologist.”



CONCLUSION

The goal of the Quality Management Office is to earn your trust and respect through collaboration.