

**North Carolina Department of Labor
Occupational Safety and Health Division**

Administrative Information System

Administrative Procedure Notice 13A

Subject: Occupational Safety and Health Division Quality Policy

- A. **Purpose.** This Administrative Procedure Notice describes the quality policy for the Occupational Safety and Health Division (OSH).
- B. **Action.** Each bureau will develop and maintain procedures that describe those specific processes that affect quality. Quality is defined in terms of satisfying customer requirements and completing legislative mandated activity and requirements. These operating procedures can conform to any format established by the bureau. This can include field operations manuals or other structured documents that describe bureau procedures. Bureau procedures will be consistent with the general requirements contained in this administrative procedure notice (APN).
- C. **Background.** ISO 9000 was previously established as a standard by which the department could demonstrate quality assurance. However, a review of the department's ISO based quality system determined that many of the ISO standards were not relevant to the services provided by the department, and ISO registration in itself did not add value to the department's quality pursuits. There were also cost and time associated with the registration process. For this reason, it was determined that ISO registration would no longer be a component of the department's quality process. The ISO quality structure would be replaced by a OSH Division Quality Policy that included procedures established by each bureau.
- D. **Procedures.** The OSH division's quality plan includes the following requirements. Bureau quality plans may differ in format or detail but will address the following criteria, as a minimum:
 - 1. Management Responsibility:
 - a. **Quality Policy.** The OSH division is committed to consistently meeting the needs and requirements of the citizens of the State. This commitment includes providing reliable, objective, timely, accurate, and continuously improving services. Each of the division's customers should be satisfied with the services provided as a result of the added value that our contact has achieved.
 - b. **Employee Responsibility.** All services will be provided according to rules and procedures adopted by the division.
 - c. **Management Review.** A periodic review shall be conducted of all bureau policies and procedures. Any action requests received by a bureau shall be reviewed and responded to on a timely basis.
 - 2. Quality System:
 - a. The division has established and documented its quality system to ensure that all services provided will add value to the program and conform to customer requirements and bureau procedures.

- b. Quality Procedures. Each bureau shall have procedures that describe the accepted method for completing a specific process, meeting a specific requirement, or performing a specific task when absence of such procedures would adversely affect quality.
- 3. Clarification of Customer Requirements:
 - a. Customer Requirements. The OSH division is committed to ensuring complete and accurate understanding of customer requirements and coordinating these requirements to the services it delivers.
 - b. Review of Customer Requirements. Review of customer requirements will be completed prior to delivery of services.
- 4. Document Control:
 - a. Document Approval. Documents will be approved by authorized personnel, such as bureau chief or OSH director, and shall not be released for issue until approval is obtained.
 - b. Control of Documents. Each bureau shall have established procedures to assure that only controlled documents are used by division employees.
 - c. Document Review. Documents will be reviewed periodically, such as once per year, to ensure that they are effective and accurate.
- 5. Process Control:
 - a. Documented Procedures. When applicable, documented instructions shall be prepared for all activities affecting quality.
 - b. Employee Responsibility. Employees' work activities shall follow documented procedures.
 - c. Management Responsibility. Managers shall lead the effort to review and revise procedures as customer requirements dictate.
- 6. Corrective and Preventive Action.
 - a. Action Request. The Action Request (AR) form (Under NC OSH Resources, Quality Programs tab on the One Stop Shop) shall be used by each Bureau to document activity that does not conform to established procedures or to suggest improvements in current operating procedures. **Please note:** When opening the AR form on the One Stop Shop, a window may pop up asking "What should Firefox do with this file?" Select the default "Open with Microsoft Office Word (default)". Then hit, "OK". The AR form will open up in Word. Complete the document online and then email to the appropriate Bureau Chief.
 - b. Each employee shall submit action requests to the appropriate Bureau Chief for observed or potential nonconformities in processes or services and/or to make suggestions for improvement.

- c. Management Responsibility. Each Bureau Chief shall be responsible for following a documented system for receiving, handling, tracking, and resolving action requests, including customer complaints. This shall include a follow up response to each requester to relay the program recommendations and action plan.

7. Control of Quality Records:

- a. Retention Policy. Each Bureau shall have and maintain a records retention policy that meets requirements of the North Carolina General Statute and the Department.
- b. Records Availability. Quality records shall be available for evaluation by Division employees or customers upon their request.

8. Internal Evaluations:

- a. Evaluation Schedule. Each bureau chief will periodically identify a process within their bureau for review.
- b. Evaluation Activity. Evaluations will be conducted by employees who do not perform the activity being evaluated. Evaluation results will be documented and shared with bureau managers, employees, and the director.

9. Training:

- a. Training Plans. Each bureau chief will develop a training plan that identifies both individual and organizational training needs. Training is intended to enhance career development and to enable the division to provide services that satisfy customer requirements and adds value.
- b. Training Records. An up to date work plan and position description will be maintained for each division employee.

E. **Evaluation**. This APN shall be reviewed periodically by the OSH Leadership Team and revised as necessary.

F. **Expiration**. APN 13 is canceled. This APN 13A will remain in effect until canceled by the Director.

Signed on Original
State Plan Coordinator/Internal Auditor

Signed on Original
Director

3/21/2013
Date of Signature