

DMV Select Procedures for Quality Review Tracking

Introduction

Effective April 8, 2008, the DMV Select daily transaction documents were no longer audited by Quality Control Review (QCR) at Headquarters (HQ). As a result, there is no follow-up examination of your daily work prior to going directly to Document Imaging. However, document accountability is still a top priority for the DMV Selects. A new policy has been developed for the DMV Selects to further review their own work. A tool has been created to record any discrepancies normally that would have been found by Quality Control Review.

DMV Select Program Manager Initial Responsibility

The DMV Select Program Manager will notify the DMV Select that a sample needs to be taken by the Select on certain documents. For example, you may be asked to do a random sample of your title work for a day and verify that all signatures are recorded on the titles or title applications. You will be notified prior to the day's work in question.

DMV Select Responsibility

If you processed 100 titles for a day, and asked for signature verification of 10%, you would pull out 10 titles/applications and verify your office has obtained the necessary signatures. You will be able to record your responses in the system from the completed CSMA 40 (Discrepancy Summary for Vehicle). Additionally, you will have up to 3 business days (to include that day) to input your responses in the system utilizing the new Quality Review Tracking system. For example, if you are asked to provide information for Tuesday, you have 2 additional days (until Thursday) to record your information/discrepancies. This Tracking system will be used every time your Select is contacted by the DMV Select Program Manager. The CSMA 40 will need to be kept in your office in a folder for a period of 1 year. A copy of this CSMA 40 does NOT need to be forwarded to the DMV Select Program Manager. However, the DMV Select Program Manager may request a copy of the CSMA 40 at anytime.

Recording the Information in the System

There are only a few steps that are needed to record the information/discrepancies in the Tracking system. Diagrams are below for visual help. From the DMV Select Main Menu, click on "Tools" and you should see the selection, "Quality Review Tracking" (Picture 1). If you select "Quality Review Tracking", this option should directly take you to the Quality Review Tracking page (Picture 2). Please do not select "Clear Filters" at this time or it will remove your Select information in blue and you will have to hit "Close" and begin again. This is the screen where you can ONLY view input that was made for your Select from prior requests. If you choose to select an individual date, you can view that date's records and make any necessary changes. As you can see, this screen captures the data you input and gives specific data on the right side related to number of errors, number of samples and an accuracy percentage. You will be able to view a certain date range if you input that information on the top left. You will be prompted to include an end date if you are only viewing 1 day. If you select "New Item" from the top left, it will take you to the Quality Review Item (Picture 3). This is the area

where you will be able to input the data that is requested by the DMV Select Program Manager. The “Liability” dropdown box is where you must select from a list of items such as odometer, signatures, supporting documents, SUT or title counts. Once you enter the “Number of Errors and the Number Sampled”, the system will calculate the accuracy percentage. I would suggest you utilize the “comments” area for further explanation. Once this information is entered on this screen, you can choose “Submit” and the information will be stored in the system and can be retrieved. If you discover you have made a mistake, you may simply select that day’s entry and make the correction and hit “Update”.

NOTE: There is a selection underneath the Quality Review Tracking option that says “Downloads”. This feature is not enabled yet to allow you to update the table maintenance.

Settlement Number 53

Work Date 04

Type CS

- Settings
- Revenue
- Print Registration/Overload
- Customer Return
- Microfilm Request (VSA-151)
- Quality Review Tracking
- Download

Agency Bulletins

Transaction Information

Office Keys

Location Name DMV SELECT DEV

Location Code 530

Office Status Open

Teller Information

ID DMVJH3

Name Jeff Hooper

Transaction Menu

- Quick Launch
 - Inquiries
 - Customer Information (Win-Alt-C)
 - Vehicle Information (Win-Alt-V)
 - Transactions
 - Original Title (Win-Alt-T)
 - Renewal Registration (Win-Alt-R)
- Inquiries
- Customer Transactions
- Registration Transactions
- Titling Transactions
- VIN Transactions
- Permit Transactions
- Transcript Transactions
- Compliance Transactions
- Miscellaneous Refund Transactions



Quality Review Tracking

 New Item
  Refresh List
  Clear Filters
  Preview
  Status Report
  Close




District **MCS SCALES (8)** ▼

Location **DMV SELECT DEV (530)** ▼

Work Date Start / / End ▼

	District	Location	Work Date	Liability	# of Errors	# Sampled	Accuracy %
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/22/2008	VEH - TTL ORI - SUPPORTING DOC	22	100	78.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/17/2008	VEH - TTL ORI - TTL COUNT	2	20	90.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - ODOM/SIGNATURE	1	99	98.99%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - SUPPORTING DOC	0	13	100.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - SUT	3	15	80.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - SUT	6	10	40.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - SUT	2	13	84.62%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/15/2008	VEH - TTL ORI - TTL COUNT	3	42	92.86%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/13/2008	VEH - TTL ORI - SUT	0	5	100.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/10/2008	VEH - TTL ORI - SUPPORTING DOC	4	31	87.10%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/10/2008	VEH - TTL ORI - SUT	4	20	80.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/10/2008	VEH - TTL ORI - SUT	4	20	80.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/10/2008	VEH - TTL ORI - SUT	4	20	80.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/09/2008	VEH - TTL ORI - SUPPORTING DOC	0	99	100.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/08/2008	VEH - TTL ORI - SUT	8	12	33.33%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/07/2008	VEH - TTL ORI - ODOM/SIGNATURE	7	77	90.91%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/06/2008	VEH - TTL ORI - TTL COUNT	6	98	93.88%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/05/2008	VEH - TTL ORI - SUT	5	50	90.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/04/2008	VEH - TTL ORI - SUT	4	40	90.00%
Select	MCS SCALES (8)	DMV SELECT DEV (530)	04/03/2008	VEH - TTL ORI - TTL COUNT	0	9	100.00%

Quality Review Item

 Submit  Preview  Close

District **MCS SCALES (8)**

Location **DMV SELECT DEV (530)**

Work Date 

Liability 

Number of Errors

Number Sampled

Accuracy %

Comments

Added Date

Added By

DMV Select Program Manager Follow-up Responsibility

Once the DMV Select inputs their specific data in the Quality Review Tracking system, the DMV Select Program Manager will be able to retrieve the necessary information for review. This information will be retrievable in a report format for a 12 month period. Follow-up with the Select may be needed if re-occurring mistakes continue to happen.