



United States
Department of
Agriculture

Grain Inspection,
Packers and Stockyards
Administration

Office of the Deputy Administrator
STOP 3614
1400 Independence Ave., SW
Washington, DC 20250-3614

October 2009

Quality Team Charter

Background:

Quality of inspection results and services has always been and will continue to be the guiding principle for the success and viability of the Federal Grain Inspection Service (FGIS). As FGIS enters into another era of organizational and personnel change, we need to once again review, and revise as necessary, our activities designed to ensure our stakeholders receive the level of quality results they need and deserve, to market American grain and commodities.

Changes that are occurring include the implementation of Quality Management Programs for GIPSA and Official Agency service providers, FGIS Online programs, consolidation of oversight to the National Grain Center, creation of the Field Operations and Support Staff, use of resident agents, and the need to replace personnel at all levels of the organization due to attrition. Our challenge is to find the best ways to ensure that inspection and service quality are maintained and coordinated throughout the official inspection system.

Team Charge:

To thoroughly and critically evaluate the official inspection system and programs; to determine the most efficient and effective allocation of resources (human) and mechanisms; to adequately safeguard the integrity of the national inspection system; and to assure our grain, rice and pulse stakeholders inspection uniformity nationwide and around the world. Central to the evaluation is assuring appropriate means are in place to encourage and enable service providers to maintain a sensible balance between mounting pressures to reduce costs and increase production, and practicing prudent quality control principles. The team's evaluation will identify areas of concern and make recommendations to improve noted shortcomings in current practices, organizational structure, and technology.

Resources:

The quality team will meet in Kansas City for approximately 2 days to discuss and develop recommendations for actionable strategies to address the charge. An outside facilitator will be provided to help the team achieve their goal. A person will be provided to take notes of the discussion and compile the final report. The sponsor will assist the team in obtaining any information that they deem necessary and to act as liaison with management.

Timeline:

The team is expected to meet on November 19 -20, 2009, in Kansas City, Missouri and produce a final report. The report should be issued to the Executive Management Team (EMT) by December 18, 2009, with a follow-up presentation to the EMT within two weeks of the issuance.

"Treat Every Customer and Employee Fairly, Equitably, and with Dignity and Respect"
Visit us on the Internet at www.gipsa.usda.gov