



March 9, 2004

OKLAHOMA BULLETIN NO. OK 330-4-4

SUBJECT: MGT – Fiscal Year 2004 Zone 4 Quality Review

Purpose: To distribute the Zone 4 Quality Review report for review and action by Field Offices and Technical Service Offices

Expiration Date: September 30, 2004

Action Required By: April 15, 2004 and June 15, 2004

A Quality Review (QR) was conducted in Zone 4 during the period October 28-30, 2003, to assess the quality of operations within the zone. Management Guide 330-008, Guide for Appraising Operations in Area and Field Offices, was used as the guide in conducting the review. Team members conducting the review included: Darrel Dominick, STC, Les Conner, ASTC (Operations), Kevin Norton, ASTC (Programs), Eddie Kephart, State Administrative Officer, Johnny Green, State Conservation Engineer, Randy Freeland, State Resource Conservationist, Jasper Parker, ASTC (OR/CR), and Bill Porter, ASTC (ER/IT). Field Offices reviewed during the QR included: Holdenville, Idabel, and Coalgate Service Centers.

The findings and resulting action items from this review are being distributed statewide. All NRCS employees are expected to review the appraisal findings and ensure they are in compliance with action items listed. Supervisors will ensure all employees understand each action item and will follow up to ascertain that action items are fully embraced statewide. The SLT and Field Team members throughout the state will review implementation of these action items to ensure quality compliance.

District conservationists and Technical Service Office (TSO) specialists providing assistance within Zone 4, will respond in writing to the action items listed. The TSO specialists and district conservationists are responsible for meeting action item requirements and reporting completion to the certifying official. After being notified of completion by the DC/TSO specialist, the responsible certifying official will review the action item and if progress is adequate, initial the field office summary sheet. District conservationists will submit a copy of their summary sheet to the ASTC (FO) by **June 15, 2004**, and every 90 days thereafter, until all items are completed.

The ASTC (FO) will review field office progress and submit a summary report to the State Conservationist by **July 1, 2004**.

Note: TSO specialists referred to within this report include: Resource Engineer, Resource Soil Scientist, Resource Specialist, Civil Engineering Technician, and Office Assistant.

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Quality Reviews (QR's) conducted by the TSO's were found to be comprehensive and adequately addressed the Action Items field offices need to implement. Therefore, Action Items identified in the TSO QR's were not repeated as a part of this report. Field offices must respond to the Action Items identified in the TSO reviews as indicated in their reports.

Each Zone 4 DC, TSO specialists (McAlester and Pauls Valley), and SLT members are directed to review this report, sign Attachment A statement, and submit the original copy to Leslie R. Conner, ASTC (Operations), by **April 15, 2004**.

A handwritten signature in black ink, appearing to read "M. Darrel Dominick". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

M. DARREL DOMINICK
State Conservationist

Attachments

Attachment A

I have read the Zone 4 Quality Review and resulting Action Items. I understand I am fully accountable for ensuring the quality of work addressed in the Action Items listed in the report is fully met.

Signature

Date