

Topic: Quality Assurance Plan

Question by: Allison Clark

Jurisdiction: Ohio

Date: 18 January 2011

Jurisdiction	Question(s)
	In an effort to continue to improve the service we provide to our customers, we are exploring the option of having a Quality Assurance Plan. Do any other offices have a plan in place that seems to work well? Any advice would be appreciated in Ohio as we begin the process in an effort to reduce filing/typing errors and make sure that the customer services provided to customers is excellent.
Manitoba	
Corporations Canada	<p>Corporations Canada is responsible for incorporating businesses and not-for-profit organizations which decide to incorporate federally in Canada, rather than provincially or territorially.</p> <p>Under our present Quality Assurance Quality Control Plan, we verify two forms filed in paper which have the most data entry, notices of director and registered office. We will be considering expanding this number in the future.</p> <p>A unit separate from our data-entry unit does the verification electronically. Any error results in a return of the document to the data-entry unit for correction. The system sends a report every month to the manager of the data-entry unit and the senior managers responsible for this unit on the number of errors compared to the total number of documents data-entered and the identity of the staff member who made the error. Managers use this report to determine trends and to correct any negative tendencies through training and other means.</p>
Alabama	
Alaska	
Arizona	
Arkansas	
California	
Colorado	<p>No formal plan in place. However, we do have a validation process for data-entry. After the document has been data-entered and made part of our records, it is reviewed again for data-entry errors.</p> <p>For online filings, after completing the online form, the filer can view information for accuracy and change anything before paying the filing fee.</p>

Connecticut	
Delaware	
District of Columbia	
Florida	We periodically send out a "Survey Response" post card and we also have the statement that you see at the end of this email added to every email we send out. It invites a person to respond to whatever action or experience they had with the Department/Division. We have an Ombudsman who receives all of the responses and they are forwarded to each Division, good or bad. We react to them as appropriate. I thought it would be an invitation to complain but the majority of the comments are favorable comments, suggestions, and sometimes even a note about a typo in a document. We are required to have some form of "checks and balances" and interaction with the public and this process works well for us.
Georgia	
Hawaii	For Hawaii's online filings, some entries can be efficiently populated. The registered agent field will prompt the filer to check the business name search, to ensure the correct entity name to copy in. From our registry, the agent's file number and address is populated into our system. Some addresses or fields can be selected and used in other fields. (Please note we also have Live Chat for questions and assistance.) After completing the online form, the filer can view information for accuracy and change anything before paying the filing fee. For online filings, if the document is approved, the Records section can utilize the "Use Web Data" button, to eliminate manual data entry.
Idaho	
Illinois	
Indiana	Indiana does not have a formal Quality Assurance Plan.
Iowa	
Kansas	Kansas does not have a formal Quality Assurance Plan.
Kentucky	
Louisiana	Louisiana does not have a Quality Assurance Plan.
Maine	
Maryland	
Massachusetts	
Michigan	Michigan Governor, Rick Snyder, has established an online dashboard that will measure the State's performance in key areas. You may view the dashboard by following the below link. http://www.michigan.gov/accountability
Minnesota	
Mississippi	
Missouri	Missouri does not have a quality assurance plan.
Montana	
Nebraska	
Nevada	Nevada does not have a formal Quality Assurance Plan.
New Hampshire	New Hampshire does not have a quality assurance plan.

New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Ohio	
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	Utah has no formal QA plan, but we do cover it somewhat in our "Professional Standards" document that each employee signs.
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

Good Afternoon –

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appreciated in Ohio as we begin the process in an effort to reduce filing/typing errors and make sure that the customer services provided to customers is excellent.

Thanks!

Allison

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