

QUADEL CONSULTING 

NCSHA – January, 2015
Multifamily Asset Management
Compliance Best Practices

Quadel Consulting Corporation
1200 G St. NW, Suite 700
Washington, DC 20005
Tel: 202-789-2500 | Fax: 202-898-0632

Quality Assurance & Quality Control

Quality Assurance

- Review that occurs *before* a product or service is deemed complete
- Results are corrective in nature

Quality Control

- Review that occurs *after* a product or service is complete
- Results are generally not correctable but are forward-thinking

Importance of Quality Control

- Contract, Financing Requirement
- Identifies Deficiencies and Areas At-Risk
- Provides Individual and Organizational Assessments
- Bolsters Strategic Planning
- Allows for improvement/correction to broken/weak processes
- Improves efficiency, accuracy and productivity
- Smart Business Decision

Benefits of a Quality Planning

- Promotes self-esteem within an organization
- Allows access for staff to assist in solving problems
- Allows establishment of a common goal and commitment to quality with concise plans on how to reach it

Common Myths about Quality Practices

- *MYTH #1: QC efforts are a “Gotcha” exercise and tend to reduce staff morale*
- *MYTH #2: Starting a QC Program is difficult and requires extensive resources*
- *MYTH #3: Performing QC is a waste of time, money and resources*

Establishing a Quality Plan

Initial planning and things to identify:

- What goals does your organization wish to achieve?
- What risks and hazards may threaten your organization's success?
- What are the expectations of your organization's program?
- What resources can your organization devote?

Methods for Developing a Quality Control Program



Models & Methods

- Create standardized, written procedures that will help assure full compliance with guiding regulatory document (ACC, ACOP, ...)
- Formalize document ensures that all staff are operating on the same “common ground”
- Assess existing operating procedures
- Examine what is currently in place which defines the way work is completed

Developing the Model

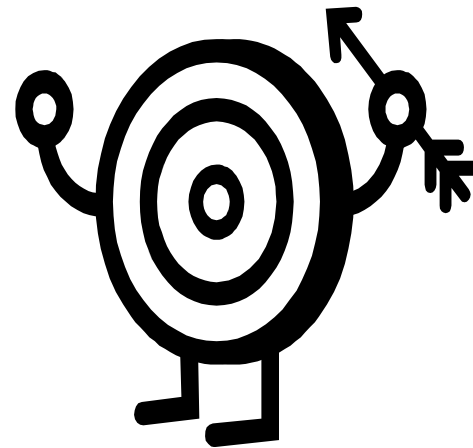
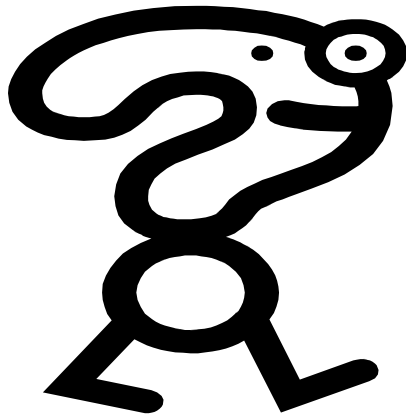
- *Staff at all levels must communicate, support and participate in the efforts of the Quality Control initiative in order for it to be effective and meaningful.*
- *Staff buy-in at all levels is paramount to the success of the program*

Developing the Model

- Forms, tools and checklists are a necessity and must be developed and incorporated into the QC plan
- Front line staff, managers and supervisors should be provided with detailed, transaction specific forms and checklists for completion and use during their QA review
- Quality Control staff must also be provided with detailed, specific transaction checklists for use in their QC reviews

Sampling Techniques

Random Reviews & Targeted Reviews



Developing the Model

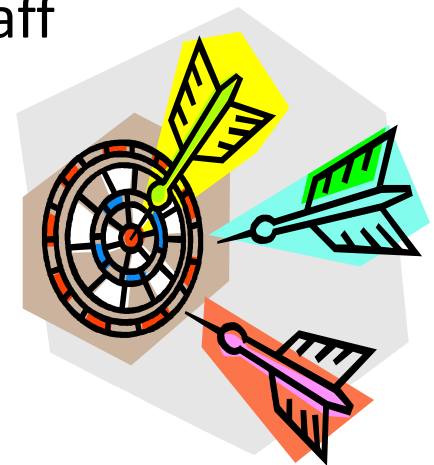
Random Sample Reviews

- Provide more of a “snapshot” review of completed work

Targeted Sample Reviews

- Generally is the preferred method for all staff
- More structured approach to recording and trending data

Plans can include both aspects!!



Developing the Model

Frequency and volume of reviews

- Minimum review thresholds must be determined and clearly communicated within the plan
- Should be strategically timed within overall organizational cycles and HUD reviews and monthly reporting

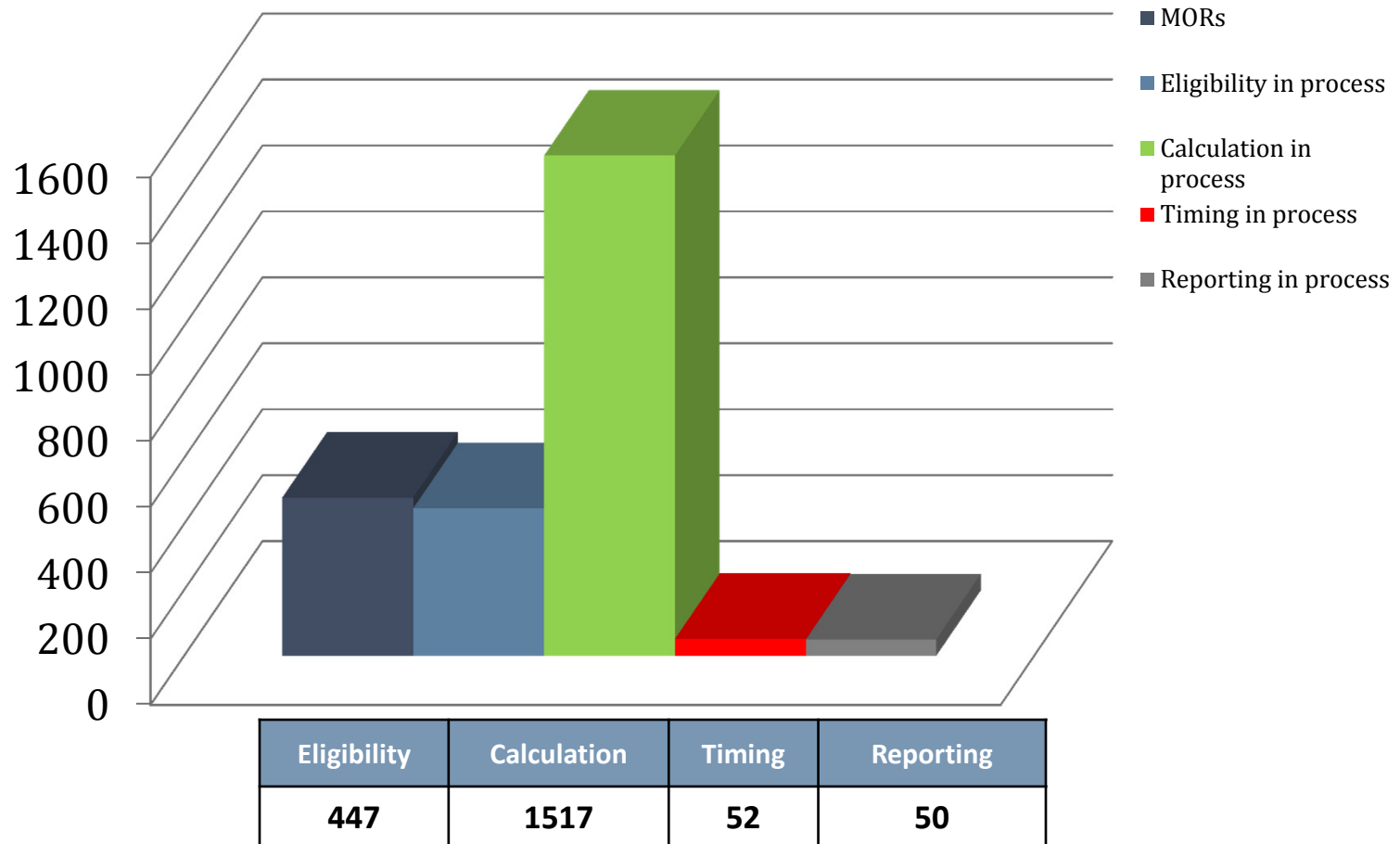
Developing the Model – Role of Tools & Systems

How Can Tools and Systems Ease the Process?

- Document Quality Measures and Guide the Process
- Collect, Analyze, & Store Data
- Report and Follow Up on Results
- Checklists, Form Formality & Version Control
- Activity Database



Know & Chart Types of Errors



Closing the Loop

- Repeat Conditions
- Missing Documents
- Trending
- Correcting, Improving, Resolving