Quality Assurance Assignment

Due Date: Final week of a food service management rotation

Purpose

In this assignment, you will work with your preceptor to identify a **facility quality assurance challenge**, research the issue, and develop a **plan or proposal for improvement**. You will present your work to your preceptor and other stakeholders. If possible, you may also help implement your plan and evaluate its outcomes. If the change cannot be implemented immediately, your proposal should still provide a clear, actionable improvement plan for future use.

This project allows you to demonstrate your ability to assess, plan, and recommend changes that improve quality, sustainability, and efficiency in a foodservice setting.

Learning Outcomes

By completing this assignment, you will:

- Strengthen your ability to assess quality of products and processes in a foodservice setting.
- Apply research, quality improvement, and change management strategies.
- Demonstrate skills in quality assurance, data analysis, financial planning, and sustainability.

2022 ACEND Standards learning assessment:

CRDN 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives.

CRDN 1.4 Conduct projects using appropriate research or quality improvement methods, ethical procedures and data analysis utilizing current and/or new technologies.

CRDN 2.7 Apply change management strategies to achieve desired outcomes.

CRDN 4.3 Conduct clinical and client service quality management activities (such as quality improvement or quality assurance projects).

CRDN 4.5 Analyze quality, financial and productivity data for use in planning.

CRDN 4.6 Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment.

CRDN 4.7 Conduct feasibility studies for products, programs or services with consideration of costs and benefits.

CRDN 4.8 Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies.

May also address the following CRDNs: 1.3, 1.5, 4.2

Submissions

1. **Preceptor Evaluation** - Quality Assurance Preceptor Evaluation completed in Trajecsys
2. **Proposal Materials** – Upload to this folder within 1 week of completing your foodservice rotation:
    - Written report (your full plan or proposal)
    - Supporting communication aids (such as a 1-page handout and/or slides for presentation)

Tasks

Identify a product or process in the facility that may be improved with your preceptor. Request access to information from your preceptor, i.e., organizational charts, staff schedules, financial data, menus or other management documents to inform the process improvement project.

Review the Quality Assurance Assignment Examples in Canvas to understand the depth and quality of work expected for this assignment.

Reminder: Interns must complete assignments at the graduate level to receive credit and will be asked to revise an assignment until it meets criteria to receive the verification statement for supervised practice for RDN Exam eligibility

The following examples are attached separately:

- QA Example 1.pdf
- QA Example 2.pdf
- QA Example 3.pdf
- QA Example 4.pdf

Write the plan or proposal. Include the following:

- Problem Description. Like a nutrition assessment or a research problem, holistically describe the context, justify the problem, describe implications for the audience, and make a case for the rationale behind the proposed solution.

    - How is quality suffering? Provide evidence to demonstrate the type, scope and impact of the problem. Name measurable outcomes that can be monitored to track progress.
    - What audience is affected by poor quality/process?
    - Describe the current process that will be modified to improve the process outcomes.
- Process improvement or quality assurance plan.
    - Describe the new process, policy, procedure or product that is the proposed solution
    - Justify the cost of implementing your plan. Identify the cost and include a budget.
    - Identify stakeholders. Who will approve and implement the new process?
    - Describe the rollout. Include: staff training plan, procurement of new equipment, or other relevant components.
- Write an evaluation plan
    - Identify anticipated outcome metrics (i.e. money savings, improved food quality, food safety, etc.) Just like with a PES statement, how will the signs and symptoms of this problem improve when the plan is implemented? When and how will the organization monitor and evaluate the problem? Describe how the process will be consistently evaluated to ensure sustainability of the solution.

Present the plan to your preceptor and stakeholders and elicit feedback.

Implementation: If possible, execute the plan and conduct the first round of evaluation. If presenting a proposal for a future improvement, include feedback and a potential timeline for implementation and evaluation.

Write the Final Report

Your written plan or proposal must include:

1. Problem Description
    - Define the quality challenge.
    - Provide context (why this problem matters in this setting).
    - Justify the need for change using evidence (data, observations, best practices).
    - Identify who is affected by the current issue.
2. Current Process & Problem Impact
    - Describe the existing process.
    - Explain how quality is suffering (include data, measurable outcomes, and scope of the problem).
3. Proposed Solution
    - Describe the new process, policy, product, or improvement.
    - Justify costs (include budget if relevant).
    - Identify stakeholders and approval process.
    - Provide a rollout plan (staff training, equipment needs, timelines, etc.).

4. Evaluation Plan
    - Define outcome measures (financial savings, safety improvements, quality outcomes, sustainability impacts, etc.).
    - Explain how success will be monitored and evaluated over time.
    - Describe how the process will be sustained long-term.
5. Presentation & Feedback
    - Present your plan to your preceptor and/or stakeholders.
    - Incorporate feedback into your final submission.
6. Implementation (if applicable)
    - If you were able to begin implementing the plan, describe what was done and include first evaluation results.
    - If not, outline a realistic future implementation timeline.

Evaluation

- The director will review the QA Preceptor Evaluation in Trajecsys and assign a grade in Canvas
- Evaluation Criteria: QA Preceptor Evaluation.pdf **attached separately**