

## B QC Review Process – Overview

[REVISION 31](#)  
(08/01/14 - 09/30/14)

The Quality Control (QC) review process consists of the following actions:

- Completing the case review process. When a request for assistance is received from QC, the local office must assist QC regardless of the budgetary unit's change reporting requirements. The local office must complete the following:
  - Send the Information Needed – CA (A011) or Information Needed – NA (F011) notice. Include the name and telephone number of the QC Reviewer in the notice. Advise the budgetary unit to contact QC.
  - Document CADO that QC compliance is needed.
  - When a notification is received from QC that the budgetary unit has complied with the interview process, document CADO.
  - When a notification is received from QC that the budgetary unit refuses to comply, see [QC CA or NA noncooperation](#).
- Presenting the error case to the [Peer review](#) panel.
- Documenting the findings on the Quality Control Case Review Report (QC-100). The QC-100 includes information pertaining to the error element.
- QST also documents the QC-100 when an error that is not countable is found or other information is discovered that could affect benefit months other than the review month.
- Placing copies of the finalized QC-100 and verification documents to the shared drive and sending an e-mail to each of the following:

FAA Professional Standards Managers

FAA Region Program Managers

FAA Workload Operation Managers

Local Office Manager (LOM)

Policy Support Team Management, see [Policy Support Team](#)  
for e-mail address

QST Management

Policy and procedures regarding the Quality Control Review process  
are outlined as follows:

- [QC Agency Error](#)
- [QC Participant Error](#)
- [QC Negative Universe](#)
- [Initiation of the QC-100, QC Responsibilities](#)
- [Review of the QC-100, Region Responsibilities](#)
- [QC Noncooperation](#)
- [Review of the QC-100, Policy Support Team \(PST\) Responsibilities](#)
- [QC Protests](#)
- [QC District X Overview](#)
- [QC Federal Differences](#)
- [QC Additional Information](#)
- [Peer Review](#)