

.01 Quality Control Review Committee (QCRC) - QCRC Process

The Quality Control Review Committee (QCRC) process includes reviewing all QC NA errors.

The QCRC meets before transmitting the error to Food and Nutrition Service (FNS). The QCRC consists of the following representatives:

- OPE Chief
- DBME Assistant Director
- FAA Administrator for Program Services, Quality and Integrity
- FAA Administrator for Office of Administrative Services
- FAA Policy Support Team Manager
- All Region Program Managers
- All Quality Control (QC) Managers and Supervisors
- Designated QC Reviewers
- FAA AZTECS Systems Manager
- FAA Training Representative
- State Quality Coordinator

The following staff are not eligible to participate in the QCRC panel discussion:

- The FAA Eligibility Interviewer (EI) who made the eligibility determination.
- Other FAA staff who have prior knowledge of the case.

QCRC members are required to explore all possibilities to eliminate or reduce the error amount.

WARNING

FAA staff must NOT contact the participant while exploring possibilities. When additional information must be requested or contact with the budgetary unit is needed, FAA must contact QC. ONLY QC may contact the participant to request additional information. (See [QCRC Additional Information](#))

QCRC meetings are held the second Tuesday of every month. All attendees must attend the QCRC meetings in person.

The following staff must be prepared and available to clarify or discuss issues when the QCRC is in session:

- The QC Reviewer
- The FAA Local Office Manager (LOM)

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