B   QC Review Process - Overview

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

- Completing the case review process.

    NOTE The local office must assist QC in the review process when requested, regardless of the budgetary unit's change reporting requirements.

- Presenting the potential error case to the Peer review panel.

- Documenting the findings on the Quality Control Case Review Report (QC-100). The QC-100 includes the following information:

    Information pertaining to the error element.

    OPE 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

    - OPE 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](#)