

United States Department of Agriculture



Natural Resources Conservation Service
6013 Lakeside Blvd.
Indianapolis, IN 46278

April 30, 2008

SUBJECT: SPA – Quality Assurance Review – Programs/State Office

File Code: 340-0

TO: All NRCS Employees

A new quality assurance policy requiring a quality review of one state office staff/section per year was implemented during FY 2007. The new policy was implemented to assure that a quality review is conducted at each level of the Indiana NRCS organization every year.

This first attempt at performing the State Office Quality Review was completed through distributing a questionnaire to selected field employees as designated by the Area Conservationists. The questions related to the quality of services and support provided by the Programs section at the state office. Responses to the questions were kept confidential so that employees would feel free to express their concerns.

Gary Maners, ASTC-QA&E compiled and summarized the responses to the questionnaire and reviewed findings with the Programs staff.

Attached is a copy of the action register resulting from the review.

/s/

JANE E. HARDISTY
State Conservationist

Attachment