

Section	Policy
20	20.00

Section Title: Board and Corporate Administration – Board Administration  
Subject: Quality  
Effective Date: January 1, 2012

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#### **A. POLICY PURPOSE**

The *Workers Compensation Act* establishes the mandate of the Workers Compensation Board, defines the rights and responsibilities of workers and employers, and prescribes the benefits and services to which workers and employers are entitled under the *Act*. This Policy describes the WCB's commitment to quality in fulfilling its mandate and outlines the framework to be used for assuring quality and continuously improving service.

#### **B. SCOPE**

This policy applies to all of the work processes and activities undertaken by the WCB in fulfilling its mandate; in ensuring that employers and workers live up to their rights and responsibilities; and in providing benefits and services to workers and employers.

#### **C. STATEMENT OF COMMITMENT**

The WCB understands that workers, employers and other stakeholders have a right to expect that it will:

- Comply with the requirements of the *Act*, *Regulations* and Board policies.
- Ensure that employers and workers meet their obligations under the *Act*.
- Ensure that all injured workers receive their full entitlement to benefits and services, no more and no less.
- Meet or exceed their expectations for excellent service.
- Fulfill its mandate in a financially responsible way.

The WCB is committed to fulfilling its responsibilities at all times by:

- Providing service that is fast, easy, caring, right, and clear.
- Seeking input from customers to discover their expectations for service and their satisfaction with service delivery.
- Setting quality and service goals and measuring progress.
- Continuously improving quality and service.
- Requiring excellent quality and service from suppliers and service providers.

#### **D. QUALITY FRAMEWORK**

The quality framework establishes how WCB will fulfill its Commitment to Quality. The quality framework includes the principles, objectives, dimensions and criteria to be used in creating and maintaining quality assurance and quality control programs.

**Principles**

WCB's approach to quality will reflect the following principles:

- Customer focus. The primary aim is to understand, meet and strive to exceed the needs of internal and external customers.
- Balanced approach. The needs and interests of injured workers and employers are often diverse and sometimes incompatible. Balancing these needs and interests is required to ensure quality from both perspectives.
- Continuous improvement. Although quality and service may be deemed satisfactory, there are always practical opportunities to improve.
- Prevention based strategy. Identifying and eliminating the root causes of errors and deficiencies will prevent them from recurring in the future, whereas relying on detecting errors after-the-fact consumes resources to correct the problem and may be harmful to the WCB and its customers.
- Process orientation and system thinking. Quality improvement is achieved through changing processes to improve the total system.
- Factual approach to decision making. Quality decisions are made on measured data and an understanding of the cause-and-effect mechanisms at work within the system.
- Financial stewardship. Effective use of financial and human resources is required for WCB to fulfill its mandate in a responsible way.
- Cooperation and teamwork. Cooperation within and between departments and inside and outside of the WCB is a key to effectively identifying and eliminating quality problems.
- Leadership. Establishing a service culture and an organization-wide commitment to quality requires the active involvement of leaders to reinforce and lead the changes needed for improvement.
- Individual contributions. Every person in the organization contributes to meeting and exceeding its quality goals.

**Objectives**

WCB has established quality objectives that reflect the Vision, Mission and Values established by the Board of Directors and are aligned with the strategic plan. Quality objectives will be reviewed periodically and may be revised to ensure that they remain in alignment with the strategic plan and with changing customer expectations.

**Dimensions**

Quality dimensions are the service attributes used to measure and monitor WCB's service quality. These dimensions are customer-focused and are reflected in WCB's Statement of Service Excellence, "We will provide services that are fast, easy, caring, right and clear."

**Criteria**

When implementing quality assurance and quality control for WCB services and programs, specific quality criteria derived from the relevant quality dimensions will be developed. The criteria will be used to measure how well needs, expectations and obligations are being met with respect to specific processes and procedures.

**E. QUALITY ASSURANCE AND QUALITY CONTROL**

As part of its Quality Framework, WCB will undertake both quality assurance and quality control activities to ensure that the organization continues to fulfill its commitment to quality and to support and assist the organization's efforts to meet its quality objectives.

Quality assurance and quality control results will be measured and monitored. Quality results will be reported to the Board of Directors.

**Quality Assurance**

Quality assurance is the systematic monitoring and evaluation of a process, procedure or program to ensure that quality requirements are being met. Quality assurance is primarily concerned with proactively preventing problems from arising in the future and with continuously improving the system. Quality assurance at the WCB is independent of the area responsible for the process being reviewed and is based on the quality principles, objectives, dimensions and criteria established for the process, procedure or program being measured. Quality assurance methodology includes a defined quality improvement cycle to ensure that activities add value to the organization and lead to continuous improvement.

**Quality Control**

Quality control at the WCB consists of a series of activities intended to ensure that quality criteria have been met with respect to a specific process or procedure. Quality control activities focus on the checks and balances in place to ensure that service delivery fulfills all requirements for quality. At the WCB quality control is usually performed by the area responsible for the activity.

**History:**

1. Policy 20.00 was established by Board Order 03/12 on January 31, 2012 effective January 1, 2012.
2. Minor formatting changes were made to the policy, June 27, 2012.
3. Minor formatting changes were made to the policy, September 2020.