Corrective Action at Bay Area AQMD

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What is corrective action for?

- **Objective**
  - Timely notification of potentially systemic problems so that solutions can be put in place to resolve the issue throughout the program

- **Bay Area has two paths for issue notification and resolution**
  - Official Data Action Management Notification (ODAMN)
  - Corrective Action Report (CAR)
ODAMNs

- Initiated by Performance Evaluation Group
- Specific to performance audit failures
- Chain of notification and investigation
- Documents data validation decision and resulting actions
CARs

- Can be initiated by anyone
- Investigate and document evaluation of issue that may or may not affect data quality
- Example: PM lab humidity excursion
Challenges

- Confusion about intent, scope of what is covered
- Can be viewed as punitive, be aware of tone
- Unclear roles and authorities
- Lack of communication can lead to unnecessary iteration
- Varying levels of expertise and experience in different groups
Potential Improvements

- Unify system to reduce confusion
- Clarify roles and responsibilities (especially with respect to data validation determinations)
- Revise process to be designed around the goal of facilitating evaluations of issues and to improve data quality
Questions and Discussion

- How many agencies are planning to design and implement your own corrective action process?
- What are the barriers to designing or implementing corrective action procedures?
- What are some corrective action successes?