

# QUALITY CONTROL (QC OSA) VS. INDIVIDUAL PERFORMANCE MANAGEMENT (IPM OSA)

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## OPERATIONAL SKILLS ASSESSMENT

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*What's the Difference?*

### QUALITY CONTROL (QC OSA)

*Ref: JO 7210.634 Chapter 2*

Quality Control is separate from performance management activities. QC OSAs are a means to collect data and measure organizational performance.

- A QC OSA must not be used as the basis of, or to support individual performance management (IPM).
- Employee's identifiable information will not be associated with the OSA.
- If a loss of separation occurs during the QC OSA with less than 66% separation maintained, information specifically related to the event will be processed following JO 7210.633 and ATSAP.

### INDIVIDUAL PERFORMANCE MANAGEMENT (IPM OSA)

*Ref: JO 3400.20 Paragraph 5a(2)*

IPM is separate and distinct from the QC process. An IPM OSA is a supplemental tool for IPM to address an on-going performance deficiency.

- IPM OSAs are not to be conducted unless an on-going performance deficiency has been identified and documented.
- May be conducted through direct or remote monitoring, live observation, or playback tools
- Where such capabilities exist, a replay and/or voice recording of the session must be included in any discussion about the OSA.
- Conducted by employee's direct supervisor

*Email your questions to [qaqc@natca.net](mailto:qaqc@natca.net)*