

Memorandum

To: DEPUTY DISTRICT DIRECTORS
OFFICE CHIEFS
Division of Right of Way and Land Surveys

Date: April 23, 2025

From: RENÉ FLETCHER
Acting Division Chief
Division of Right of Way and Land Surveys

Subject: QUALITY MANAGEMENT POLICY: COMPLIANCE, QUALITY, PERFORMANCE

This memorandum outlines the Division of Right of Way and Land Surveys' (RWLS) Quality Management principles which encompass compliance, quality, and performance management. The purpose is to: (1) ensure that Right of Way (RW) delivers quality products compliant with applicable guidance, excellent performance, and (2) promptly identifies and corrects any deficiencies.

QUALITY MANAGEMENT PRINCIPLES

RW is required to be compliant with Federal and State laws and regulations, the FHWA Stewardship and Oversight Agreement, State Policies, Departmental policies, and the RW Manual.

Essential Quality Management principles are customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship management (ISO 9001 Quality Management Systems).

Quality Control (QC) encompasses the operational processes and activities, performed at the project team level, to ensure that the product meets the project's purpose/need and fulfills established quality requirements.

Quality Assurance (QA) activities are performed at the District/Region management (functional management) level, during the project delivery process, to provide confidence that the project team is delivering products that meet expectations.

Performance means the delivery of RW products and services within cost, scope, and schedule.

Quality Management encompasses the totality of these principles to deliver excellence with continuous improvement.

QUALITY MANAGEMENT POLICY STATEMENTS

- Headquarters Right of Way has the primary responsibility for program review, analysis, and reporting.
- This policy includes all of the Right of Way functions as detailed in the Right of Way Manual.
- The core deliverable for Right of Way quality management reviews is the "Quality Management Review Report."
- In addition, specialized reviews may be instituted by Headquarters Right of Way on an as-needed basis.
- Districts participate in the reviews as peer-level experts by function.
- To maintain objectivity, Districts do not participate as "their own reviewers." Peer reviewers are drawn from the other 11 districts which are not the subject of a given review report.
- However, Districts which are the subjects of a given report do have the opportunity to register informative responses to the reviews for incorporation into the final report.
- Within each District, each function shall be periodically reviewed with a goal of each function being reviewed on a three-year cycle.
- The Headquarters Offices shall coordinate the functional schedules to avoid an excessive number of reviews in a given district in a given year.
- The "Quality Management Review Reports" approved in a given year are themselves reviewed and summarized annually in a "Statewide Right of Way Quality Management Annual Report."
- Headquarters is solely responsible for analyzing and compiling the "Statewide Right of Way Quality Management Annual Report."

Related guidance and templates:

- Right of Way Quality Management, RW Manual Section 2.04.01.03 (7/2025 revision)
- RW Quality Management Handbook, Exhibit 02-EX-06
- RW Quality Enhancement Joint Review (QEJR), Exhibit 02-EX-07
- RW Quality Management Annual Report, Exhibit 02-EX-08