



HOWARD COUNTY DEPARTMENT OF POLICE

GENERAL ORDER ADM-06 QUALITY ASSURANCE

EFFECTIVE AUGUST 9, 2013

This General Order contains the following numbered sections:

- I. POLICY
- II. PURPOSE
- III. AUTHORITY
- IV. OPERATIONAL PROCEDURES
- V. REPORTING PROCEDURES
- VI. CANCELLATION

I. POLICY

The Howard County Department of Police (HCPD) staff inspections process is an essential mechanism for evaluating the quality of all operations. The Quality Assurance Unit shall provide objective fact finding, analysis and reporting to the Chief of Police.

II. PURPOSE

- A. Quality Assurance Inspections are conducted to ensure that the Chief and Command Staff have access to an objective view into all aspects of the Department.
- B. The goals of Quality Assurance are:
 - 1. To ensure compliance, conformity and uniformity in the conduct of the Department's operations while increasing the effectiveness and efficiency with which resources are managed.
 - 2. To provide information for planning efforts and training needs.
 - 3. To ensure that actual performance reflects the Department's stated goals and objectives.

III. AUTHORITY

- A. The Quality Assurance Unit reports directly to the Chief of Staff - Office of the Chief of Police. Persons assigned to this Unit, in the capacity of inspectors, operate through the authority, and on behalf of, the Chief of Police.
- B. Members assigned within the Quality Assurance Unit, when given permission by the Chief or Chief of Staff, shall be given full access, consistent with the law, to all Department facilities, equipment, files, records, and personnel to accomplish their assignment. Sensitive records access will be on a need-to-know basis in connection with assigned inspections and/or special audits directed by the Chief of Police.
- C. Members of this Unit have no direct command authority over any organizational component they are inspecting. They operate exclusively as staff officers.

IV. OPERATIONAL PROCEDURES

- A. The Quality Assurance Unit shall conduct inspections at the direction of the Chief of Police. The following types of inspections will be performed:
 - 1. General Inspection - A complete and comprehensive review of the entire operation of the organizational component being inspected. This type of inspection includes: facilities and equipment, policies and procedures, files and records, supervision and personnel.
 - 2. Special Inspection - A limited inspection that deals with a specific policy, procedure or condition identified by the Chief of Police. Deputy Chief's may direct inspections within their Commands with the approval of the Chief of Police.
 - 3. Follow-up Inspection - An inspection that deals with a deficiency noted, in a prior inspection that cannot be corrected immediately and must be checked at a later date.
 - 4. Spot Inspection - An unannounced inspection to evaluate compliance with established policies and procedures.
 - 5. Periodic Inspection - An inspection conducted at predetermined time intervals to regularly check policy compliance.
- B. Prior to any General Inspection, the supervisor of the organizational component being inspected shall be notified in writing of the inspection at least five (5) working days before it begins. The scope and duration of the inspection process shall be explained.
- C. Inspections shall be conducted quickly and efficiently, with as little disruption to the organizational component as possible. The supervisor and the supervisor's Commander shall be advised of the results of the inspection promptly.
- D. Any serious violations, consistent with the policy on internal investigations, or criminal activity shall be forwarded to the Internal Affairs Division for investigation.
- E. The overall results and recommendations for improving the efficiency of the organizational component will be discussed.
- F. When deficiencies are noted that cannot be corrected, a follow-up inspection shall be conducted. The date scheduled for this follow-up shall be noted in the written report of the inspection. A written report of the Follow-up Inspection shall be prepared and distributed to the appropriate chain of command.

V. REPORTING PROCEDURES

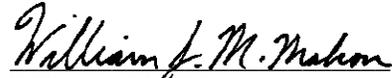
- A. The Quality Assurance Unit will submit a written report of their findings to the Chief of Police on all staff inspections. The report will document deficiencies in the inspected organizational component and make recommendations for changes to correct deficiencies. Positive aspects of the inspected component will be identified in the report as well as any recommendations on how to improve the component's efficiency and effectiveness.
- B. A copy of all written reports will be sent to the Research and Planning Section for Accreditation purposes.
- C. The commander of the inspected organizational component may respond in writing to the Chief of Police regarding the Staff Inspection Report.

- D. Copies shall be sent, at the direction of the Chief of Police, to supervisors in the chain of command (Lieutenant and above).

VI. CANCELLATION

This General Order cancels and replaces General Order ADM-06 Quality Assurance, dated October 1, 2001.

Authority:



William J. McMahon
Chief of Police