

**Process Id# ::** 0073  
**Process Name ::** Prepare Weekly Quality Sample  
**Date Last Updated ::** 11/07/2019

**Description ::**

At the beginning of each week, the Quality Management Team downloads a report containing all closed cases and tasks transacted in the previous week. Using an excel macro a 5% random sample of these cases is compiled and assigned to QMT advisors to compare how these cases were processed and documented against Audit Documents (process maps, job aids and checklists) as provided to QMT by transactional teams to support the quality and continuous improvement of HRSS processes, providing assurance of process controls and good customer service.

**Article 30 Process as carried out by the NSSO as a processor on the instruction of the PSB ::**

As required under Article 30 (2) of the GDPR ::

Data Stage	Process - 7.2 Prepare Weekly Quality Sample		Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Usage	1	Quality Advisor runs 'Tasks Report' and 'Cases report' on CMS	Quality Management	CMS	Personal	Case ID, CMS Case Details
Data Capture	2	Quality Advisor downloads Tasks and Cases reports from CMS	Quality Management	CMS	Personal	Case ID, CMS Case Details
Data Usage	3	Quality Advisor runs Macro to create weekly sample	Quality Management	H:Drive	Personal	Case ID, CMS Case Details
Data Usage	3a	Macro - filters 'All Cases Details' for cases and tasks closed in the previous week	Quality Management	H:Drive	Personal	Case ID, CMS Case Details
Data Usage	3b	Macro - 'Run Raw Report' Macro from 'Weekly Closed Template' file	Quality Management	H:Drive	Personal	Case ID, CMS Case Details
Data Transfer	3c	Macro - 'Generate Random Sample' from 'Weekly Closed Template' file	Quality Management	H:Drive	Personal	Case ID, CMS Case Details
Data Transfer	3d	Macro - email sent to all teams	Quality Management	Outlook	Personal	Case ID, CMS Case Details
Data Retention	4	Sample file retained	Quality Management	H:Drive	Personal	Case ID, CMS Case Details