

# **KQuality Control**

Ensuring SNAP recipients receive the right benefits

**KQC** is a software application supporting SNAP Quality Control (QC) processes, quality monitoring, and continuous improvement. **KQC** integrates with the eligibility system to support the entire end-to-end QC process.



## Benefits



### SNAP Agency

- Accurate, consistent, and timely QC reviews
- Root cause tracking, trend identification, and monitoring
- System of record for QC sampling and reviews



### QC Staff

- Automated tools for efficient reviews, customer communication, and tracking
- Guided, user-friendly workflows
- Automated forms and correspondence to clients and oversight agencies

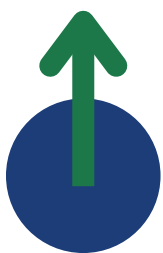


### SNAP Recipients

- Enhanced QC-related notifications and processes
- Continuously improving processes and accuracy

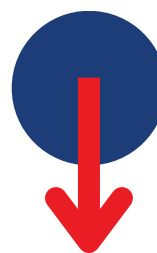
## Driving Outcomes

### Increasing



- Overall Productivity
- Accuracy
- Retention of QC Analyst(s)

### Decreasing



- Time to complete a review
- Time to train new QC Analyst(s)
- Time to compile metrics
- Error Rate

### Sampling

Automatic monthly sampling process with reviews assigned based on configurable rules

1

### Review & Verification

2

Step-by-step workflows associated with each case review type with automated follow-up actions

### QC Client Letters

QC related client notices available in the portal for one-click printing

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### Review Outcomes

Monthly reports, dashboards, and trending of reviews and discrepancies for monitoring and improvement

### Transmission to FNS

Automatic generation of the QC 16, 16-N, and 380 Workbook for transmission to FNS

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