

Appendix E

Performance Scoring Center Staff Roles and Responsibilities

Senior Project Management

Advisor to the project and will be available throughout the project for quality control issues, and training issues.

PSC Project Manager

- Attends rangefinding
- Attends weekly product line status meetings and customer meetings during scoring season
- Supervises Scoring Director
- Assists in training material preparation as needed
- Monitors training either on site or via phone/computer updates daily
- Monitors schedule and progress towards deadlines
- Monitors reliability reports on a daily basis
- Maintains communication with PSC production control
- Maintains communication with customer on scoring related issues

Scoring Center Manager

- Manages scoring center facilities
- Supports and supervises material handlers and warehouse activities
- Supports Scoring Directors and Project Staff as needed
- Supervises maintenance of video, scanning and computer equipment
- Maintains communication with PSC production control
- Prints and shares scorer statistical reports with the customer
- Supports the customer as needed

Scoring Director

- Attends rangefinding
- Facilitates rangefinding and assists in note taking as needed
- Attends weekly product line status meetings and customer meetings as needed
- Prepares training materials under the guidance of the customer and PSC Project Manager
- Writes annotations for training material
- Trains Scoring Supervisors and Scorers
- Supervises Scoring Supervisors
- Monitors and evaluates Scoring Supervisors performance
- Directs material handlers as needed to ensure efficient work flow

- Monitors reliability reports on a daily basis
- Maintains communication with scoring site personnel regarding site issues, personnel issues or material needs
- Maintains communication with product line regarding alerted portfolios and portfolios with processing issues

Scoring Supervisors

- Successfully completes training and meets qualification requirements
- Supervisors team of six to nine scorers
- Backreads team members
- Maintains backreading records on scorers, as well as attendance and other project documentation
- Monitors team members statistics and performance
- Assisted in other tasks as assigned by Scoring Director
- Scores accurately
- Score resolution readings as directed by Scoring Director
- Maintains communication with Scoring Director and consults Scoring Director as necessary

Scorers

- Successfully completes training and meets qualification requirements
- Accurately score portfolios
- Maintain acceptable reliability and validity scores
- Maintains communication with Supervisor and consults Supervisor as necessary