

**NON-CLINICAL SPECIALIST SERVICES:**

**QUALITY MANAGEMENT**

**INVENTORY**

**INFORMATION MANAGEMENT**

Program Support Service Categories				
Series	Labor Category	Description	Minimum Education	Minimum Experience
Quality Assurance, Inspection and Grading (Series 1900 -1999)				
1910	Quality Management Specialist	Performs tasks related to promoting systems and techniques assuring the quality of products and services including the development of plans and programs for achieving and maintaining product and service quality throughout the product/service life cycle; monitoring operations to prevent the production of defects and to verify adherence to quality plans and requirements; and analysis and investigation of adverse quality trends or conditions and initiation of corrective action. Tasks may include employing quality management systems, tools, and techniques to help organizations transform, including, but not limited to ISO 9000/9001, the Malcolm Baldrige Quality Award criteria and application and reference of current healthcare industry metrics	BA/BS Degree	4 years
Supply (Series 2000 – 2099)				
2010	Inventory Specialist	Performs tasks related to the movement, restocking and accounting of items stored in various locations. Responsibilities can include compiling and maintaining records, identifying types of supplies, and suggesting re-order points for revolving stock.	HS Diploma	Junior: 4 years Senior: 8 years
Information Technology Management (Series 2200 – 2299)				
2000	Information Management Specialist	The contractor shall designate an Information Management Specialist to perform tasks that have supported programs, project and organizational work through the design and control of systems that input, delete, retrieve, manipulate, and correct information in databases or automated/electronic records. Experience must include designing and producing reports via a wide variety of information management research tools, systems, and processes, with a focus on Integrated Health Care. The Specialist shall have in-depth knowledge of VHA Systems and files, to include, but not limited to: Corporate Data	BA/BS Degree	4 years

		Warehouse (CDW); Veterans Health Information Systems and Technology Architecture (VistA); VHA Support Service Center (VSSC); VHA Reports and Measurement Portal (RAMP); Patient Treatment File (PTF) (MedSAS); Managerial Cost Accounting (MCA) System; Primary Care Management Module (PCMM); The National Patient Care Database (NPCD); Veterans Services Network Corporate Mini Master File (VETSNET File); etc.		
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