

Quality Related Knowledge, Skills and Abilities (KSA) Survey Response Description Supplement

Question 1: What do you think the priority of this product/service knowledge, skill or ability is to your Divisions' customers? Answer choices are:

- H = High
- M = Medium
- L = Low
- D = Don't Know

Question 2: Assess your current Knowledge, Skill, Ability (KSA) related to the product or services below in terms of the following Answer choices:

Note: These choices are **NOT** intended to be hierarchical. Just select the response that is most appropriate.

0 = I have **no knowledge** of the product, service, knowledge, skill or ability listed

1 = I have **heard of** and **can describe** the product, service, knowledge, skill or ability listed. I **can list** the work tasks and outline the timing for the product, service, knowledge, skill or ability listed task. I **know the basic activities** associated with the product, service, knowledge, skill or ability listed and can recall their relationships.

2 = I **understand** the product, service, knowledge, skill or ability listed and **can defend** my work, or the work of others, on the product, service, knowledge, skill or ability listed. I **can explain** the product, service, knowledge, skill or ability listed, generalize the tasks associated with it, and can interpret activities arising while I work on these.

3 = I **apply** basic principles to the product, service, knowledge, skill or ability listed. I **can demonstrate** how these products or service are developed and can apply the knowledge, skill or ability listed.

4 = I am able to **analyze** work associated with the product, service, knowledge, skill or ability listed, break these down into their components, compare/contrast differing approaches to accomplishing these, and identify the most appropriate task. I **can discriminate** between work/task alternatives associated with the product, service, knowledge, skill or ability listed and infer the best course of action.

5 = I routinely categorize work approaches, compile pertinent information and data, and **devise complex solutions** associated with producing the product, providing the service, or applying the knowledge, skill or ability listed. I regularly organize or rearrange my work associated with the product, service, knowledge, skill or ability listed to **develop and execute** successful plans of action.

6 = I **evaluate, appraise** and compare work associated with the product, service, knowledge, skill or ability listed **reaching conclusions** on acceptability. I **offer critiques** and defend work associated with the product, service, knowledge, skill or ability listed. I **interpret and justify** complex activities associated with the product, service, knowledge, skill or ability listed.