

Rover FSOQA Tool Proposal

The goal of this proposal is to align the Rover FSOQA tool with the goals and intentions of leadership, legal and QA. The updated tool increases markdown severity for findings that directly affect investigation resolution while decreasing those of less impactful annotations/research.

At this time, there are two sections of the tool’s “Investigation” section. This results in a 12.5% markdown for any minor error, whereas a markdown in the “Characteristics” section of the tool is an 8.33% penalty, despite its larger impact on the investigation's final resolution.

The goal is to break up the “Investigation” section of the FSOQA tool so it allows for smaller, more specific markdowns. This would adjust each required section of “Investigation” to a 5% impact on the overall score, while adding two optional opportunities for additional credit or markdown.

Proposed Rover Fsoqa tool	
Ticket ID	
MID	
Associate	
TT resolved date	
Work Assignment Type	<input checked="" type="radio"/> Audit <input type="radio"/> Work Check
Characteristics 25%	
Correct intent characteristics identified	
Correct enforcement characteristics identified	
Correct MO/ring identified	
Investigation 25%	
Template completed correctly	
Correct Seller information	
Vendor information tab	
Protected information listed	
Correct informative characteristics identified	
Relevant ticket creation* when available	
Correct blurb *when available	
Resolution 50%	
Action taken	
QA action taken	
Notes	