

**Applications of process control for the maintenance of standards and the quality assurance of results in a connoisseurship model of assessment.**

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Classical methods of estimating reliability based on correlations are not appropriate for a connoisseurship model of assessment. Difficulties arise because of the complexity of the judgements that have to be made, the extent to which inferences are drawn and the assumptions on which these are based. In a connoisseurship model of assessment the meaning of reliability depends on a complex and often unpredictable mix of context, performance variables, the quality of assessor decisions and external factors. These issues are discussed and a rationale for redefining reliability as the stability of judgements is provided; the basis for this is described in relation to work in the fields of assessments of performance by airline cockpit crews and forms of statistical process control in precision engineering. Applications of the concept of stability of judgements in assessments of performance are considered and illustrated with examples using software developed for use by awarding bodies. Issues relating to quality assurance, the maintenance of standards and forms of reporting are considered and some conclusions drawn about applications, outcomes, and future developments.