



Office of Inspector General

U.S. Consumer Product Safety Commission

Strategic Plan for Fiscal Years 2019 - 2023

October 1, 2018

Vision Statement

We are agents of positive change striving for continuous improvements in our agency's management and program operations, as well as within the Office of Inspector General.

Statement of Principles

We will:

Work with the Commission and the Congress to improve program management;

Maximize the positive impact and ensure the independence and objectivity of our audits, investigations, and other reviews;

Use our investigations and other reviews to increase Government integrity and recommend improved systems to prevent fraud, waste, and abuse;

Be innovative, question existing procedures, and suggest improvements;

Build relationships with program managers based on a shared commitment to improving program operations and effectiveness;

Strive to continually improve the quality and usefulness of our products; and

Work together to address Government-wide issues.

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Introduction

This Strategic Plan for the U.S. Consumer Product Safety Commission (CPSC) Office of Inspector General (OIG) presents four strategic goals, related strategies, and performance measures for Fiscal Years 2019 - 2023. The OIG's strategic goals align with the CPSC's strategic goals and the agency mission, "Keeping Consumers Safe."

Vision

The OIG is an agent of positive change striving for continuous improvement in the CPSC's management, programs, and operations, as well as within the OIG.

Mission and Authority

The OIG is an independent office established under the provisions of the Inspector General Act of 1978, as amended. This office:

- independently initiates, conducts, supervises, and coordinates audits and reviews, and makes recommendations to promote economy, efficiency, and effectiveness within the CPSC's programs and operations
- investigates complaints or allegations concerning possible violations of law, rules, or regulations, mismanagement, abuse of authority, and waste of funds of the CPSC programs and operations
- keeps stakeholders fully and currently informed about problems and deficiencies relating to the administration of the CPSC's programs and operations
- reviews existing and proposed legislation to evaluate the impact of legislation on CPSC and OIG operations

Resources and Organization

The OIG is headed by the Inspector General, who is under the general supervision of the Chairman of the CPSC. In addition to the Inspector General there are six other positions (deputy inspector general, attorney-advisor, office manager, and three auditors) authorized to carry out the OIG's mission. The OIG employs contractors as needed to execute OIG mission requirements.

Strategic Planning

Strategic goals reflect the OIG's mission, OIG risk assessments, and the CPSC's strategic plan. The strategic goals are:

- I. Conduct Oversight
- II. Identify Potential Concerns
- III. Foster Communication
- IV. Maintain OIG Excellence

STRATEGIC GOAL I: Conduct Oversight

Objective

To complete audits and reviews that meet professional standards and enhance the efficiency, effectiveness, and economy of the CPSC operations.

Strategies

Employ a risk-based approach to focus OIG resources on high priority issues directly related to the CPSC's strategic goals.

Complete annual risk assessments of the CPSC's programs.

Keep abreast of in-house and government-wide issues affecting the CPSC.

Perform expeditious follow-up of prior recommendations involving high-risk areas.

Recommend innovative solutions to problems.

Performance Measures

Work with CPSC management to enhance accountability through better internal controls and increased efficiency and effectiveness of agency operations.

Propose innovative actionable recommendations to improve agency operations.

Effectively balance OIG independence with a shared commitment to improve CPSC effectiveness.

STRATEGIC GOAL II: Identify Potential Concerns

Objective

To be proactive in identifying and deterring potential fraud, waste, abuse, and mismanagement of the CPSC's resources.

Strategies

Conduct outreach efforts to educate employees on the role of OIG, the investigative process, and their rights and responsibilities involving the reporting of wrongdoing, to include protections under the Whistleblower Protection Act.

Promote the use of the OIG hotline and website to report allegations of suspected fraud, waste, abuse, and mismanagement of the CPSC's programs and operations.

Respond promptly to requests for assistance.

Inform the Chairman and Commissioners of reported credible allegations of fraud, waste, and abuse.

Keep abreast of government-wide issues relating to fraud, waste, abuse, and mismanagement of resources.

Coordinate agency efforts to provide annual whistleblower training for Office of Special Counsel certification.

Performance Measures

Prompt internal resolution or referral of investigation results to other units within the CPSC, Government Accountability Office, Department of Justice, and others as appropriate.

Proactive training of all new employees on the role of the OIG and when and how to contact OIG in the event of a potential violation of laws, rules, regulations, policies, and procedures.

STRATEGIC GOAL III: Foster Communication

Objective

To ensure that priority issues and concerns are promptly communicated to stakeholders.

Strategies

Inform the Chairman and Commissioners immediately of significant problems affecting the control environment and the economy, efficiency, and effectiveness of CPSC programs and operations.

Solicit suggestions from the CPSC's management on areas of interest to possibly include in annual OIG audit plans.

Provide constructive comments on proposed legislation and regulations impacting the CPSC or the OIG.

Publicly report the outcome of audits and reviews through direct distribution of reports to the CPSC, Congress, and the public, as well as the posting of reports on the OIG website and Oversight.gov.

Performance Measures

Maintain accurate and current OIG Website and publish all reports within three days of delivery to the Chairman and Commissioners.

Publish all public CPSC OIG reports on Oversight.gov within three days of delivery to the Chairman and Commissioners.

Update and publish annual Management Challenges and Audit Planning documents.

Publish the Semiannual Reports to Congress as required by the Inspector General Act of 1978, as amended.

STRATEGIC GOAL IV: Maintain OIG Excellence

Objective

To ensure OIG maintains a rigorous program of internal control and effective human capital planning to comply with professional standards.

Strategies

Complete risk assessments of OIG activities and leverage the results of these assessments to continuously improve internal control over OIG operations.

Periodically review and update OIG policies and procedures for audits and reviews to ensure the OIG maintains a robust quality control framework that aligns with professional standards.

Maintain current policies and procedures to support OIG operations.

Leverage existing resources through the use of information technology to increase efficiency and effectiveness of OIG work.

Routinely review OIG knowledge management requirements and succession planning to maintain a well-qualified staff.

Performance Measure

Maintain OIG compliance with all professional standards.

Summary

This strategic plan articulates the overall goals of the OIG as it plans its work during the annual planning process and conducts its operations for the period FY 2019 – FY 2023. This strategic plan is subject to review and modification as conditions change. Factors most likely to lead to revision include significant changes in the results of the OIG annual risk assessment, changes in professional standards, changes to the CPSC’s Strategic Plan, and changes in the funding environment.

CONTACT US

If you want to confidentially report or discuss any instance of misconduct, fraud, waste, abuse, or mismanagement involving CPSC's programs and operations, please contact the CPSC Office of Inspector General.



Call:

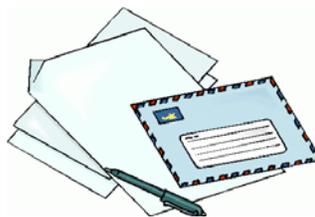
Inspector General's HOTLINE: 301-504-7906

Or: 1-866-230-6229



Click [here](#) for complaint form.

Click [here](#) for CPSC OIG website.



Or **Write:**

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