

COURSE DESCRIPTION

A Comprehensive Quality Program cannot be created overnight. A program must be thought out and prior planning efforts put into the system utilizing the methods of measurement and the analysis of results achieved. A successful Quality Program will require a systematic approach. This course will provide the necessary insight so that the proper tools and methodologies can be employed to make the Quality Program a vital and useful part of your organization.

Topics include:

- ▶ Quality
- ▶ Quality Planning and Methodologies
- ▶ Standards and Liability in Quality Programs
- ▶ Building a Performance Evaluation Program
- ▶ Feedback and Coaching
- ▶ Surveys and Analysis

Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency. Students not only learn about a Quality Program, but also learn how to implement the program within their agency.

Prerequisites:

Students should be experienced in communications center operations, have a working knowledge of communications policies and procedures, and be involved in the Quality Assurance/Quality Improvement within their agency.

CO-HOST INFORMATION

Host: West Newbury Police Department
Contact: Chief Art Reed
areed@westnewburysafety.org
Ph. (978) 363-1212

CLASS INFORMATION

Class # 48792
Date: 5-6 March 2018
Time: 8:00am – 5:00pm
Tuition: **\$329.00**
** APCO Full, Associate and Commercial Members receive a \$20 discount*
Location: **Public Safety Center**
401 Main Street
West Newbury, MA 01985

LODGING *

Hampton Inn by Hilton Amesbury	Fairfield Inn Amesbury by Marriott
284 Elm Street Amesbury, MA 01913 Ph. (844) 584-6273 <i>6.7 miles from class site</i>	35 Clarks Road Amesbury, MA 01913 Ph. (866) 238-4218 <i>6.7 miles from class site</i>
<i>*Lodging suggested by host agency</i>	

Airport: Boston Logan International Airport – BOS

REGISTRATION

To Register: visit our website at:

http://www.apcointl.org/institute/schedule_registration.htm

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.