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 communication 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: Harrison County/Taylor 911
Contact: Chris Cutright
ccutright@harrisoncountywv.gov
Ph. (304) 626-4900

Class Information

Class # 55483
Date: April 28-29, 2020
Time: 8:00am – 5:00pm
Tuition: $329.00
Location: James S Jarrett Public Safety Office Complex
735 Genesis Blvd
Bridgeport, WV 26330

Lodging *

Wingate by Wyndham
350 Conference Center Way
Bridgeport, WV 26330
Ph. (304) 808-1000
1 mile from class site

Holiday Inn Express
20 Sweetbrier Ln
Bridgeport, WV 26330
Ph. (304) 979-9022
1.4 miles from class site

Airport: North Central WV Regional (CKB)
1.9 miles from class site

Registration

Register here Schedule and Registration Page

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.