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: APCO Conference 2020
Contact: Danielle Ryan
ryand@apcointl.org
Ph. (386) 944-2485

CLASS INFORMATION

Class # 56279
Date: July 31-August 1, 2020
Time: 8:00am – 5:00pm
Tuition: $329.00
* APCO Full, Associate and Commercial Member price $289
Location: Hyatt Regency Orlando
9801 International Drive
Orlando, FL 32819

REGISTRATION

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.