

## 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:** APCO 2019 Conference  
**Contact:** Shannon Tucker  
[Cohost@apcointl.org](mailto:Cohost@apcointl.org)  
Ph. (386) 322-2500

## CLASS INFORMATION

**Class #** 52700  
**Date:** August 9 – 10, 2019  
**Time:** 8:00am – 5:00pm  
**Tuition:** **\$329.00**  
*\*APCO Full, Associate and Commercial Members receive a \$20 discount*  
**Location:** TBD – Baltimore, MD

## LODGING \*

For hotel & travel info please visit  
[APCO2019.org/hotel-travel](http://APCO2019.org/hotel-travel)

**Airport:** *Baltimore/Washington International Thurgood Marshall*

## 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.