



Quality Assurance Program Services

More calls, standards, and technology... fewer resources, tighter budgets, and new public health/civil/social issues constantly changing the status quo. Now, more than ever, Emergency Communications Centers (ECCs) need quality programs.



The Need is High, But So Are the Challenges

The ever-increasing risk of liability and responder safety, combined with constantly changing legislation and protocols, have made the job of emergency response management more daunting than ever. A standards-based and objective Quality Assurance (QA) Program is imperative for delivering efficient and reliable service to communities and mitigating the inherent risks of individual performance when dealing with life and death.

Unfortunately, many ECCs aren't adequately funded or resourced to develop and continuously improve QA programs. Rather than thriving under a dedicated and structured improvement process, in many ECCs the burden of evaluations, corrective coaching and trend reporting all fall on the shoulders of already over-worked supervisors. Many public safety agencies are relying on intermittent and entirely random manual reviews, others don't even have time or resources to do that. Short staffed agencies simply don't have time to maintain a consistent QA/QI program and likely aren't up to date on QA certifications or professionally trained in QA industry guidelines and best practices.

In order to meet national standards, agencies need a non-biased, thorough, and affordable QA Program for 9-1-1 and CAD operations. The absence of a consistent QA/QI Program with formal reporting and a structured training feedback loop puts agencies and the public they serve at increased risk.

Quality Has Always Been Job One

For more than 40 years, Zetron has been in business exclusively to provide technology solutions and services that enable and improve mission critical communications. All that core operational experience inside ECCs has provided an acute comprehension of the value of quality, not just in the solutions and services provided by Zetron, but in turn to the services delivered by public service agencies.

That comprehension, combined with the unfortunate reality that resources and funding remain the top challenges to maintaining a professional QA Program at many ECCs, is why Zetron provides a complete range of professional services aimed at augmenting whatever internal resources or program may already exist (if any) to help agencies do more with less, all while elevating the level of service to their staff and citizens.

Zetron QA Program Services

Zetron offers a complete range of configurable services to help develop and implement a new QA program, or augment and improve a program already in place. The primary QA Program Services provided by Zetron in the table on the next page are packaged into Basic and Enhanced bundled offerings in order to provide affordable options for a full range of coordinated services.

Zetron QA Program Services	Basic	Enhanced
Program Planning & Set-Up	X	X
• Learn how to implement a QA Program according to NENA standards and industry best practices		
Scorecard Development for EMS, Fire, Law Enforcement	X	X
Procedures Development/Review	X	X
Policy & SOPs Review/Basic Updating	X	X
Program and Policies Implementation (on-site or remote)	X	X
QA Evaluator Shadowing/Training	X	X
Certified QA Weekly Evaluations		X
Application of APCO/NENA ANSI Standard		X
Monthly Reports and Quarterly Executive Overview		X
Customized Job and Training Aids		X
On-going Training (on-site and on-line)	Optional	Optional
• Supervisor, Dispatcher and Telecommunicator training		
• Stress management, health and wellness, customer service, roles and responsibilities, multigenerational integration of staffing, change management, and more		
Certified CJIS Personnel	X	X
• Experienced in NENA, APCO, Power Phone, Priority Dispatch, Guardian, and others meeting state and/or local requirements		

Any of Zetron's QA Program Services can be delivered independent of a bundled offering or customized to meet the specific needs and budget of customers. All services are also configured to align with the unique QA maturity and requirements of an ECC.

Implementing and maintaining an effective QA Program offers numerous benefits to ECCs:

- Reduce liability exposure and risk associated with errors or poor quality response
- Improve dispatcher efficiency, quality of service, and productivity
- Increase field responder safety and situational awareness
- Reduce personnel turnover
- Create objective benchmarks, tracking and accountability to service standards and policies
- Reduce complacency and customer complaints
- Create better community alliances

Much like other professional disciplines, such as Emergency Number Professional (ENP) work, QA is specialized, and requires training and on-going professional development to master and stay current on. So outsourcing components or all of a QA Program offers additional benefits over training and staffing for QA with existing personnel, who typically already have extremely full time jobs, independent of the QA Program:

- Affordability – only pay for time and resources utilized
- Objectivity – less internal bias to skew program standards, evaluations or results
- Ramp Time – professionally trained resources with proven materials, templates and assets already developed and ready to configure to specific ECC needs
- Continuous Improvement – leverage (as opposed to paying for) professional development to stay on top of new standards, best practices, and techniques
- Flexibility – no hiring, long term contracts, or full time headcount benefits – only utilize what's needed for as long as needed to get/keep the QA Program on track



Let's Get Started

To get an ECC QA Program off the ground, turned around, or just tuned up, contact Zetron today to schedule a no obligation discovery call and learn more about how to leverage 40+ years of unrelenting focus on quality in mission critical communications.

For more information, or to contact Zetron about QA Program services, visit <https://www.zetron.com/professional-services> or email customer@zetron.com.