

Introduction to EENA's Certificate of Quality Standard for TPSPs who handle vehicle based emergency requests in Europe

EENA QoS Certification Programme

Presenter

Cristina LUMBRERAS & Iratxe GOMEZ

EENA

Introduction

➤ Objective of the Programme:

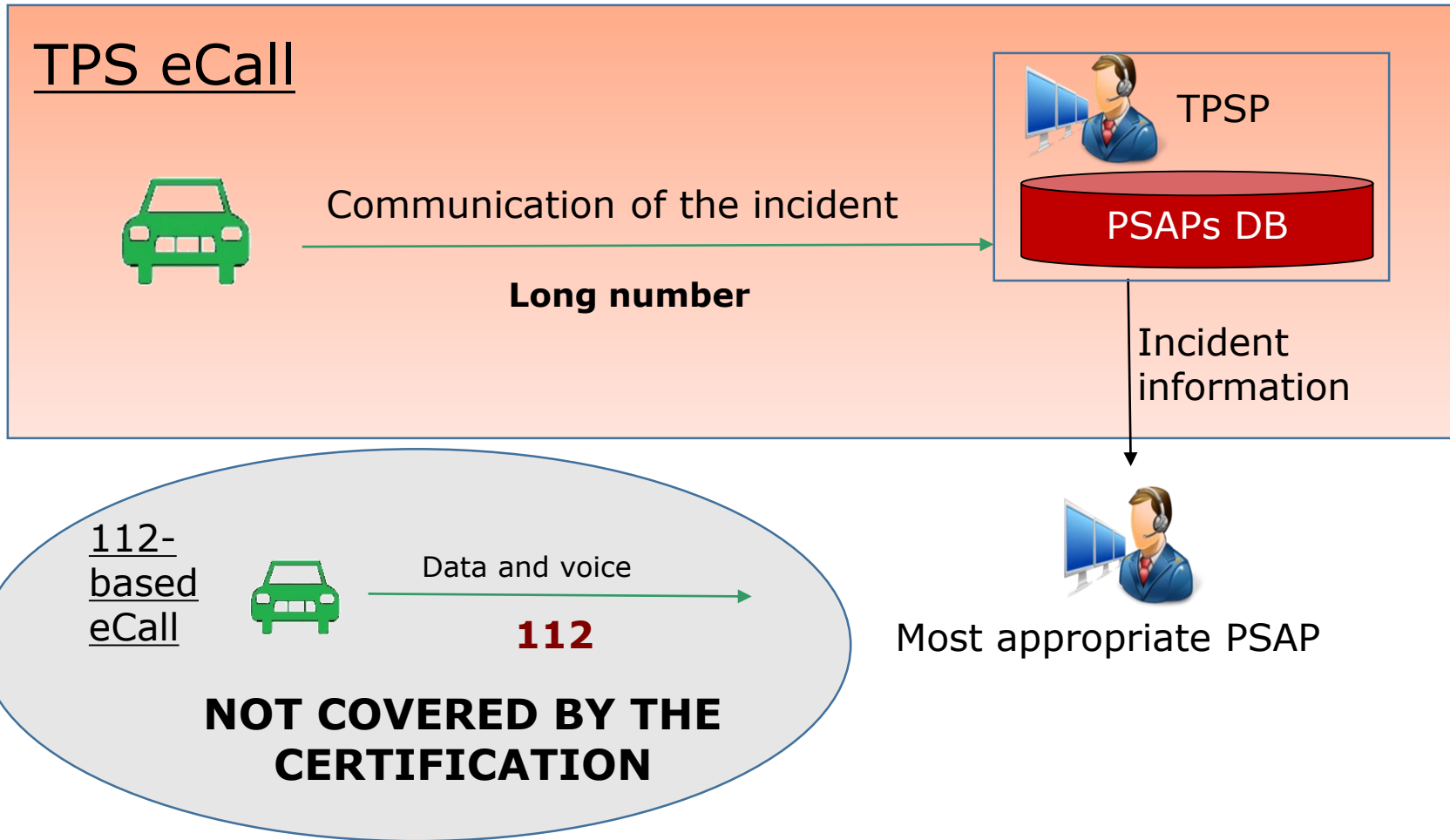
- Provide a benchmark to measure quality of service of the TPSP;
- Focus on both qualitative and quantitative metrics;
- Helps to validate the work of the TPSP in the eyes of the 112 PSAP/Ministry and expedite the signing of Contracts;
- Strategically position the TPSPs to respond to any upcoming ITT for 112-based eCalls (or similar).

Scope

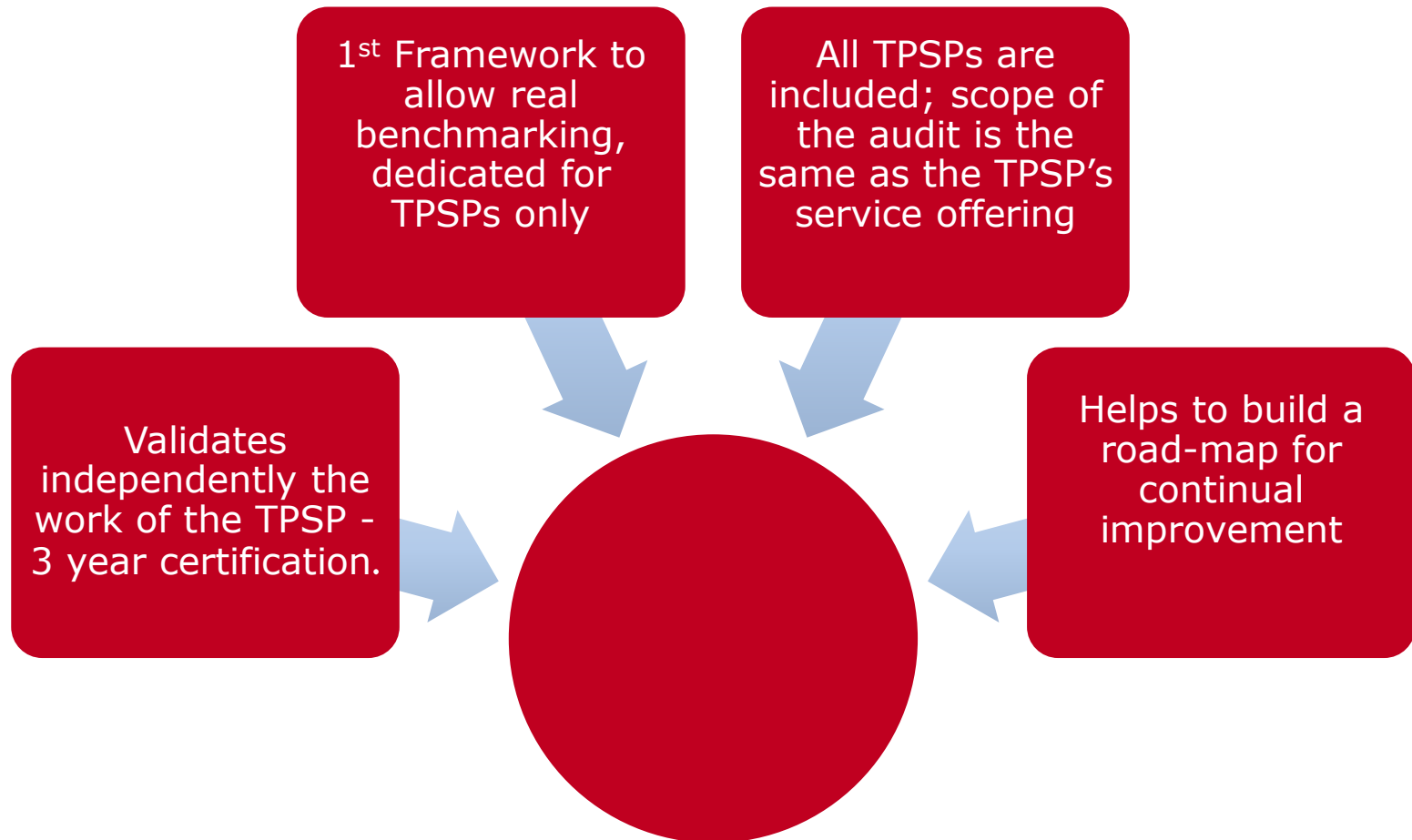
- What is in Scope?
 - The 'connect to emergency service' offered to its customers

- What is not in scope? –
 - 112-based eCall due to be mandatory in 2018

Scope



Quality Certificate – its purpose?

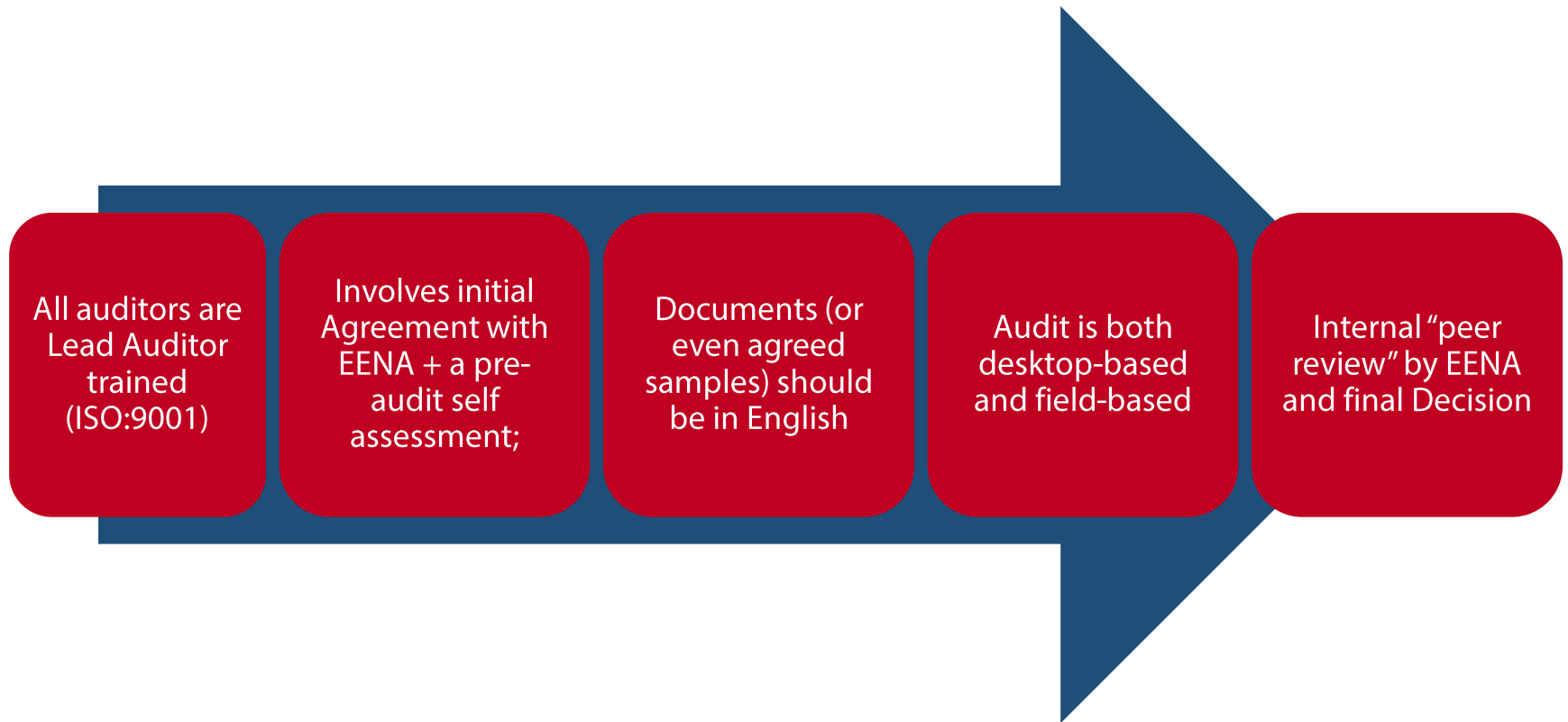


Benefits



- Will show to your customers and the Public Authorities that your TPSP is “best in class”;
- EENA will raise the profile for the TPSP through PR, social media, 112 Awards event etc.
- Be strategically positioned to set up agreements with Emergency Services Organisations to provide national and international end-to-end services to your customers.
- Benchmark yourselves against a standard specific to your mission, which was created together with Emergency Services from all over the world.
- Will help to identify any weak spots and the “added value” audit will give advice on how to improve even greater;
- Help to create a roadmap for the future development of the service.

Process



TPSP eCall Certification – Criteria

- Qualitative and quantitative criteria:
 - **Overall Quality Management;**
 - **Documentation requirements;**
 - **Management responsibility;**
 - **HR management;**
 - **System resilience, capacity and BCP;**
 - **TPS emergency handling and case management;**
 - **Abandoned rate for vehicle based emergency calls**
 - **Volume of complaints;**
 - **Routing accuracy;**
 - **Time to answer process and provide connection to a PSAP by a TPSP emergency call taker.**

Costs – 3 year Certification

PSAP type	Definition	Fee	Additional information
Single TPSP	Standalone TPSP in 1 country/region	€15,000	Including all Auditor costs and annual checks
Single or multi-site TPSP	TPSP serving more than 1 country/region; lead site +/- or minimum 1 other site audited	€20,000	Including all Auditor costs and annual checks

Questions?
THANK YOU!

More information about the Certificate of Quality
Standard or EENA:

Cristina Lumbreras (cl@eena.org)

Iratxe Gomez (ig@eena.org)