



112
EMERGENCY CALL

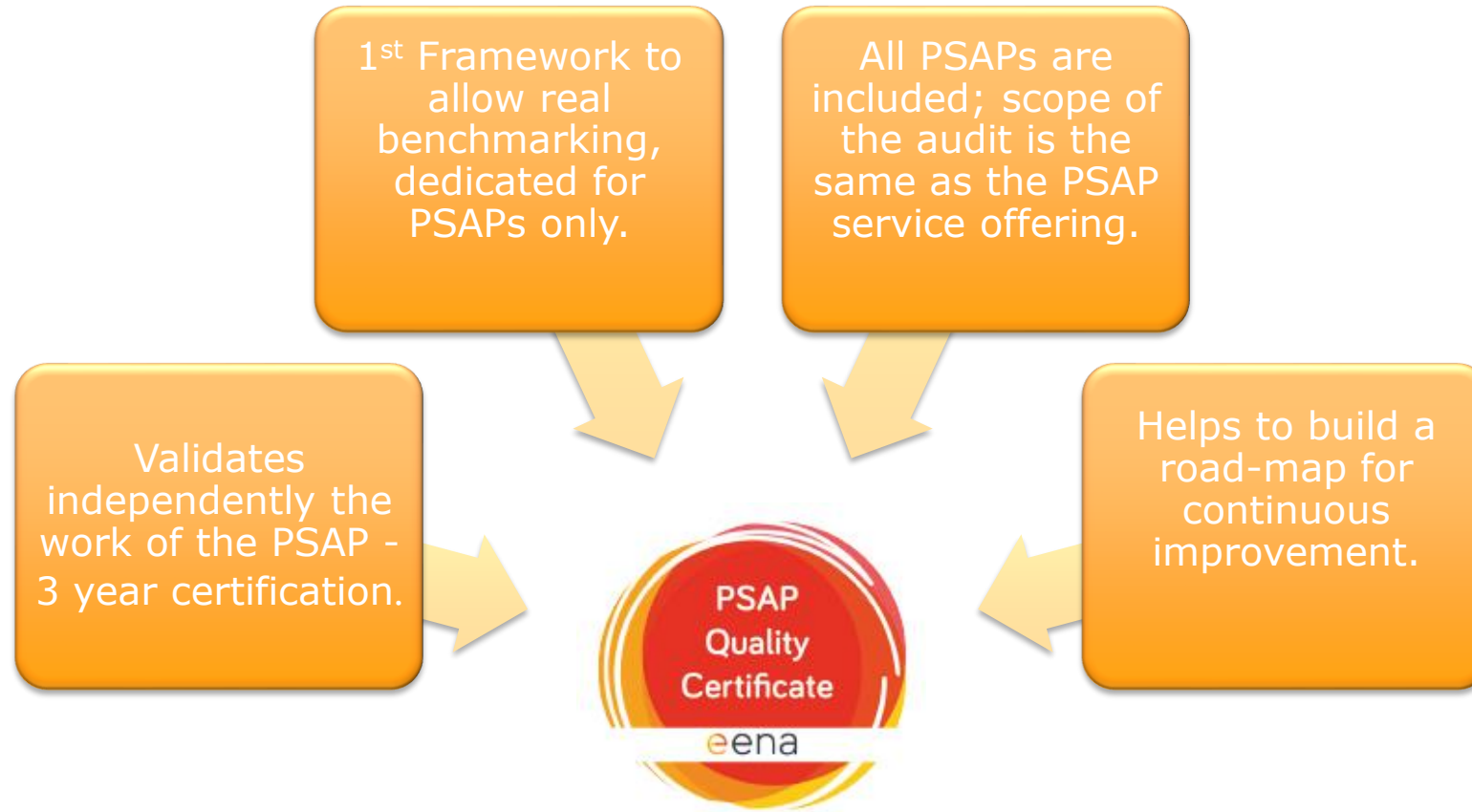
Introduction to EENA's Quality Certification Programme for PSAPs



- ✓ PSAP Certification programme launched by EENA in 2014.
- ✓ Ensure PSAP response is as high quality as possible
- ✓ Organisations certified in Europe, Asia, America (as of April 2021).



Purpose

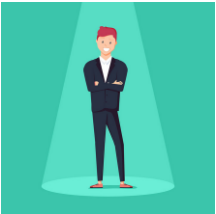


Benefits



Reward & motivate staff

- > Staff motivated to see their work being highlighted as “best in class”;
- > Reinforce the focus on quality; smarter working.



Raise your organisation's profile

- > Show to the citizens served by your PSAP(s) that they receive high level service;
- > Show to decision makers / political leaders that your organisation is recognised as “best in class”;
- > Be recognised by your peers (in your country and internationally) as “best in class”;
- > EENA will help by promoting your certification (press release; social media; certificate handed over to you during EENA annual event... etc).



Quality Assurance

- > Identify weak spots: the audit will give advice on how to improve even further;
- > Help to create a roadmap for the future development of the service.

Project team



Independent Auditors



Uberto
Delprato



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EUROPEAN EMERGENCY NUMBER ASSOCIATION

Coordination + Technical support



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Communications &
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Andy
Heward



Rokas
Kvedaras

Process – Pre-audit phase

- 1** EENA contacted and *EENA Quality Standard for PSAPs* document shared with the applicant.
- 2** Pre-audit questionnaire to be filled in by the applicant.
- 3** Price estimate provided to the applicant.
- 4** Formal agreement (including work description, confidentiality clause, costs, payment plan) between EENA and the applicant.
- 5** Assignment of auditors (they are all Lead Auditors trained by EENA).

Process – Desktop audit

- 1** Applicant required to provide documents (or samples if so agreed) to auditors. These documents must be in English.
- 2** Desktop audit conducted remotely by auditors.
- 3** Intermediate report prepared by auditors and shared with the applicant.

Process – Field audit

- 1** Preparatory work based on findings of the desktop audit. Field audit plan prepared by auditors.
- 2** Field audit plan shared with the applicant. Preparatory work by the applicant.
- 3** Field audit.
- 4** Final report prepared by auditors.
- 5** If the report is in favour of certification, EENA certificate given for 3 years;
If the report does not recommend the certification, EENA gives some time to the applicant to resolve the issue(s) and conduct a final review as to whether the certificate will be delivered.

Process – Once you have passed the audit successfully!



- 1** Press release and communication prepared by EENA, with the certificate usually handed over to the certified organisation during the EENA annual event.
- 2** Yearly check after 1 year (if needed)
- 3** Yearly check after 2 years (if needed)
- 4** After 3 years, the audit process should be done again to maintain the certification.

Certification criteria

Please note that not all the criteria may be applicable to the applicant. The audit will be based on the mandate that the applicant has and the functions that it performs within the emergency service chain.

High level overview of the criteria:

- > Quality Policy/Statements;
- > Key Performance Indicators (KPI);
- > Standard Operating Procedures (SOP);
- > Training records;
- > Business Continuity Plans (BCP);
- > Call and incident management system, including a call recording system;
- > Capability to receive and utilise caller location information;
- > Services for citizens with disabilities;
- > Languages;
- > GDPR (General Data Protection Regulation) compliance.

Certification criteria

Sample requirements:

Audit criteria	Criteria type	Summary of Requirements	Reference Chapter
Overall Quality management	Qualitative	Have the necessary effective processes in place to manage quality. To have sufficient resources to ensure the processes are supported. Monitor and evaluate these processes, change them where necessary. Continuously ensure that the quality of the emergency service is improved	Chapter 4
Documentation requirements	Qualitative	Have a quality policy, up-to-date and effective operating procedures, a quality manual, key performance indicators and 3rd party service level agreements.	Chapter 5
Management responsibility	Qualitative	A management commitment at all levels towards providing a quality focused system in place for capturing feedback and managing the control of operational documents. Management should also be setting targets, ensuring robust communications exist internally for all staff and controlling all records and costs. Management should have in place a process for promoting 112 or related emergency numbers, if the responsibility lies with the PSAP as well as the management of third-party external suppliers.	Chapter 6
Human Resource Management	Qualitative	Have a sound human resources strategy in place, have competency-based training programmes in place with training records and have sufficient infrastructure to deliver the emergency service, as mandated. Also have support systems in place for staff and monitor any work absenteeism and attrition rates for example.	Chapter 7

System resilience, capacity and BCP	Qualitative	Have a robust security system in place for its buildings and information systems. Have any risks to its networks minimised and ensure there is sufficient capacity to deal with peak demand. Also have in place a Business Continuity Plan (fail over, evacuations) is in place.	Chapter 8
Call Handling and Case management	Qualitative	Have an escalation path in place for calls/incidents, follow a set of protocols, capture all available data and recover case information whenever needed. Have a prioritisation and classification system for calls/incidences, capture repeat callers and possess the ability to receive and utilise caller location information. Have the ability to deal with foreign language needs, callers with disabilities, repeat and false calls/callers and call back facilities. Have a protocol in place for deal with multi-agencies.	Chapter 9
Call abandoned rate	Quantitative	To ensure that the % of calls abandoned before being answered is less than 12%.	Chapter 9
Volume of complaints	Quantitative	To ensure that the level of genuine customer complaints received is less than 1 per every 30,000 emergency calls received.	Chapter 9
Routing accuracy	Quantitative	To ensure that no more than 8% of calls handled are routed to the incorrect emergency response organisation.	Chapter 9
Time to answer by a call-taker	Quantitative	To ensure that the average call answering time is less than 12 seconds.	Chapter 9

Length of time to assign a resource vehicle	Qualitative	To ensure that the target for the average length of elapsed time to assign a resource vehicle is evidence-based on the priority of the incident and is being met.	Chapter 9
Elapsed time to dispatch resource vehicle.	Qualitative	To ensure that the average length of elapsed time to dispatch the resource vehicle is evidence-based on the priority of the incident and is being met.	Chapter 9
Arrival time for the resource vehicle.	Qualitative	To ensure that the average elapsed time for the resource vehicle to arrive at the incident is evidence-based on the priority of the incident and is being met.	Chapter 9



EENA Quality Standard & ISO:9001 Standard

- The EENA Quality Standard may be seen as an extension of the ISO:9001 Standard;
- It is the authoritative benchmark specifically for PSAPs;
- Some PSAPs that have the ISO:9001 Standard should have the framework in place to meet the EENA Standard but may need to take improvement measures to meet EENA's Standard.

CONTACT

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