



How various industries use certificates - Perspectives from the Government



Summit on the Creation of a National System to Accredit Personnel Certificate Programs for Individuals



Robert Gee, Ph.D.
President and Founder



www.ngs.edu | 800.838.2580

May 1, 2007



Topics

Standards Assessment

NGS's Role in:

- Advancing the body of knowledge in the areas of Quality Systems Management, Six Sigma practices, and Homeland Security.
- Quality Systems Management principles - Success you can measure associated with Personnel Certificate Programs.
- Provide a forum for information sharing on homeland security standards issue, as well as the overall standards development and performance measure processes.
- Facilitate dialogue and networking on key issues associated with homeland security and quality systems practitioners.

➤ Summary





Standards Assessment

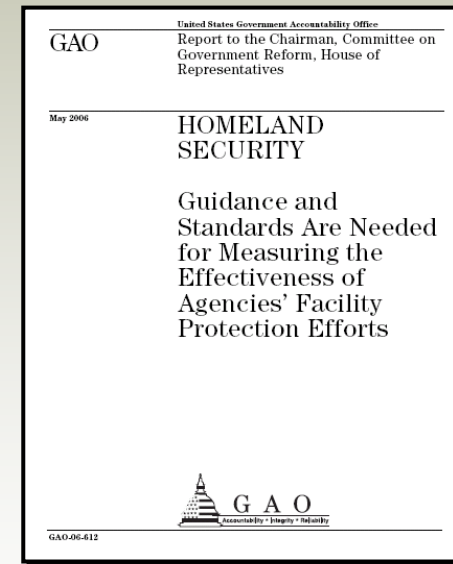
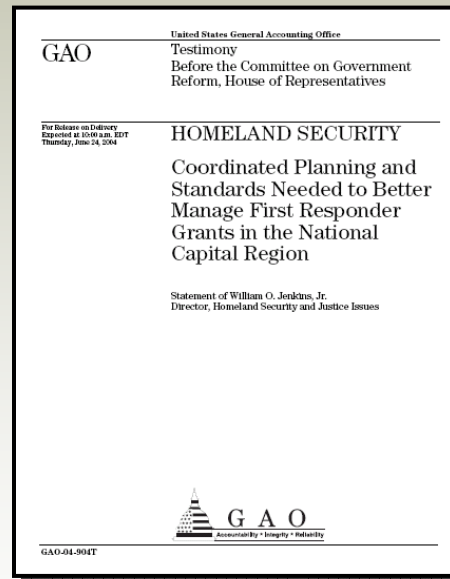
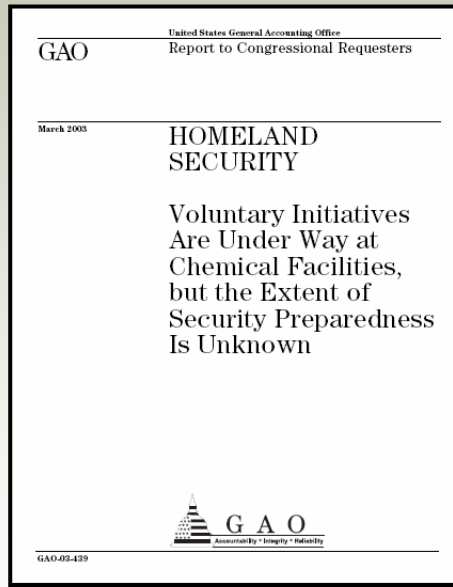
- The National Strategy for Homeland Security (2002) identified the need for standards to support homeland security and emergency preparedness
- A January 2, 2003 Congressional Research Service report underscored this important role needed:
 - “Neither the federal government, nor the nongovernmental sector presently has a comprehensive, consolidated program for developing new preparedness standards.”
- Following conversations with the U.S. Office of Homeland Security and key security stakeholders, ANSI launched the ANSI-HSSP on February 5, 2003





Standards and Performance Measures Needed

- Presidential Directives, the National Response Plan, National Incident Management System (NIMS) & the National Strategy for Homeland Security identify roles & responsibilities with minimal Standards.



- Emergency responder guidelines should lead to a defined method or Standard associated with homeland security responsibilities and competencies.





Definition of Terms

Standard:

A Standard is a Document, Not a Technical Regulation

Document [emphasis added] established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities or their results aimed at achieving the optimum degree of order...

ISO/IEC Guide 2

Performance Measures:

A category of quality measures that address how well a system functions.





Roadmap to Higher Value

- Standards of Conduct - to maintain high standards of professional conduct and work performance.
- The establishment and maintenance of a quality system. A quality system includes the corporate quality policy, a quality manual, the control procedures needed and the support documentation such as standards, guides, and operating procedures.
- Standards that refer to the control or operational procedures are also part of the quality system. Standards determine which is the acceptance level of the quality of a product or a service





Quality of Service and Performance

- One of the values that personnel certification should exhibit is its commitment to quality. Commitment can be defined either within the standard statement or stated policy and it should explicitly state that the personnel responsibility and authority.
- The responsibility, authority and interrelation of personnel, who manage, perform and verify work-affecting quality has to be defined and documented. Responsibilities and authorities can be documented using Standards describing the interrelation and the hierarchy of the various roles, job descriptions containing the objectives of each job and procedures specifying individual actions and tasks.
- Maximizing the potential of “accredited” individuals and teams to benefit the discipline being practiced and the organization they represents.





NFPA 1600 - Standard on Disaster/Emergency Management

Purpose.

This standard shall provide disaster and emergency management and business continuity programs, the criteria to assess current programs or to develop, implement, and maintain aspects for prevention, mitigation, preparation, response, and recovery from emergencies.





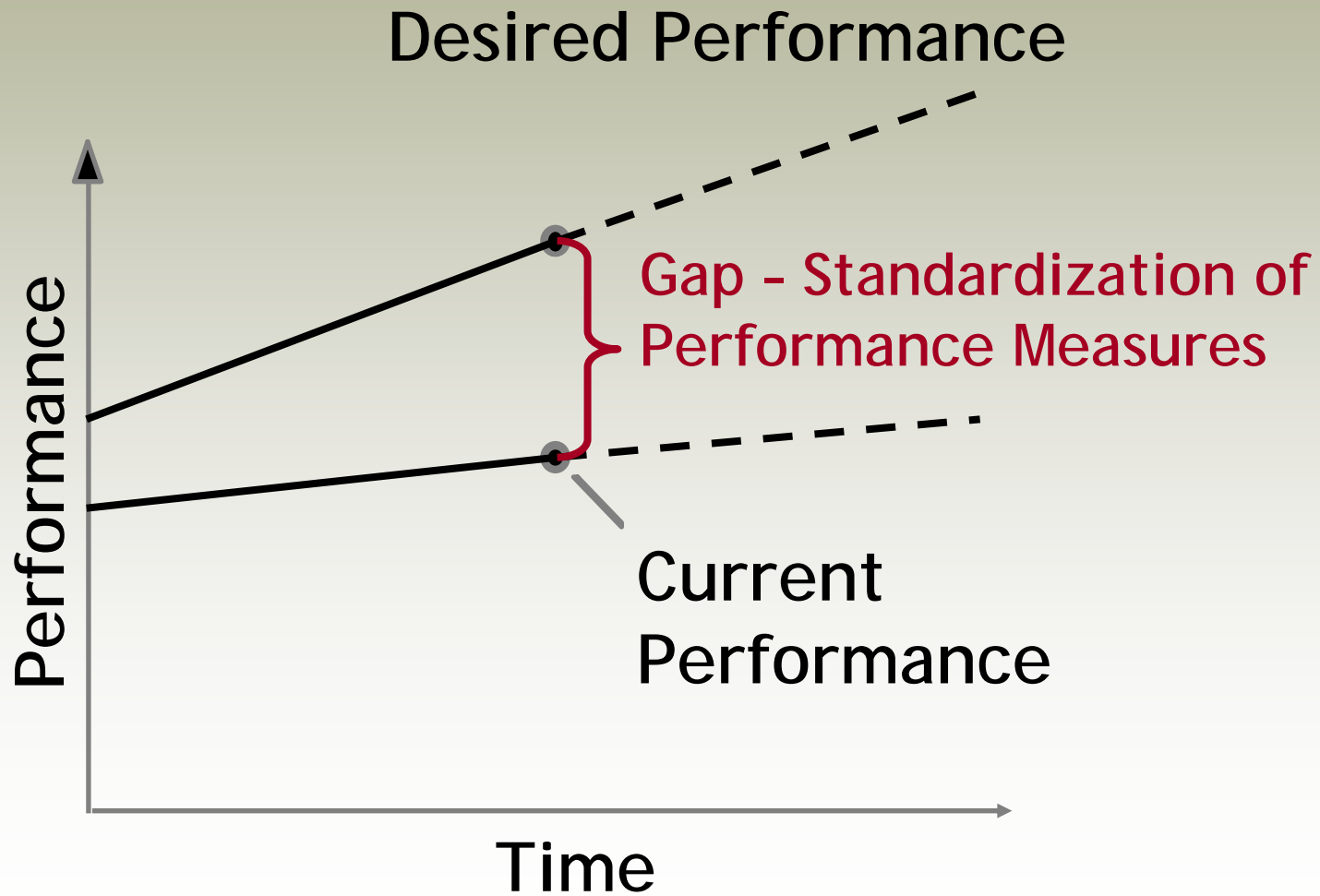
Standard Gaps

- Processes, products, or services that have substandard performance.
 - Non-accredited certificates
 - Continuing Education Unit's (CEU) is measurable against the achievement of the program's learning outcomes
 - Pay and play credentials
 - Non-accredited trainers
 - Substandard performance measures
- Substandard performance is one factor when identifying Standards to improve processes, product, or service.





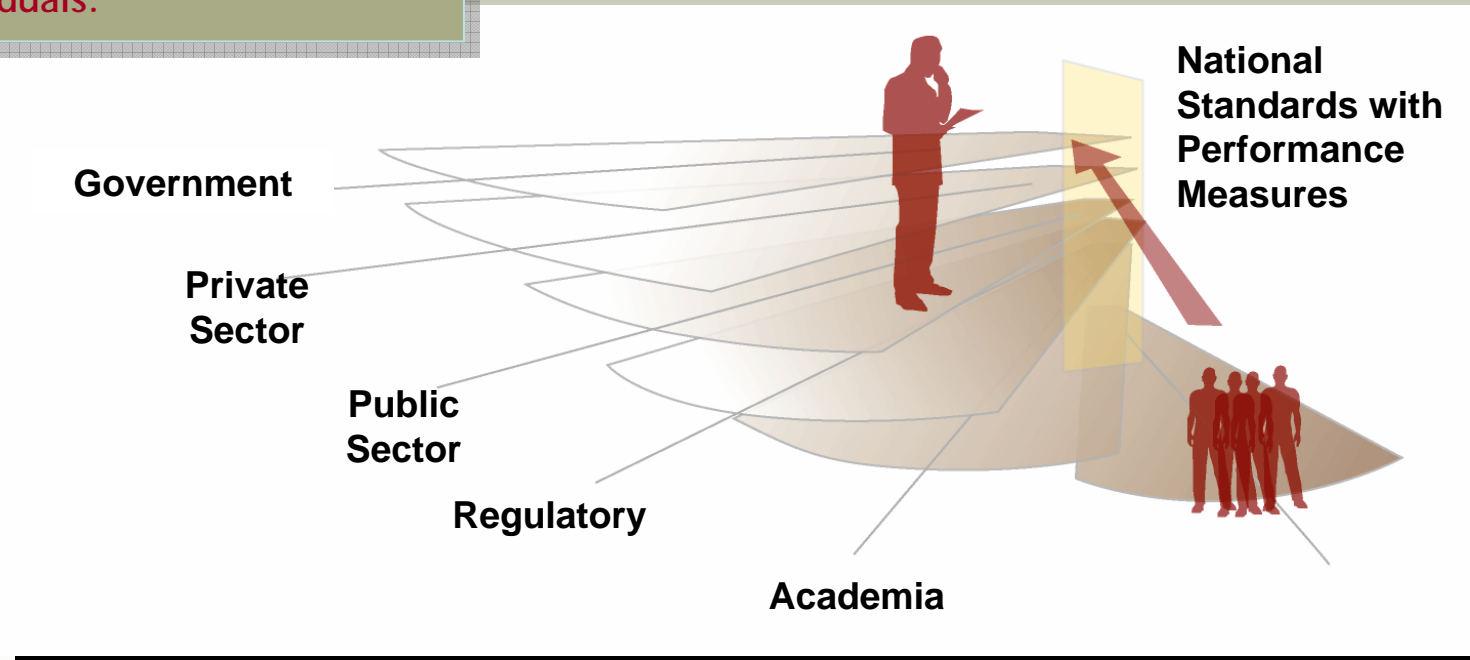
Identified Gaps





Summary - Alignment Becomes the Conduit

Standards become the conduit associated with Personnel Certificate Programs for Individuals.





Questions?

Robert Gee, Ph.D.
President and Founder

bgee@ngs.edu
800-838-2580
www.ngs.edu

John H. Bridges III
Executive Director, National Preparedness
Office of Homeland Security

Johnhq.bridges@usps.gov
202 268-5585
www.usps.gov

