

# Quality Processes in Police Services



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## SYNOPSIS

1. York Regional Police - Risk Management Meetings, lessons learned, communication, audits, & directives management comprise overall risk mitigation strategy



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2. Ottawa Police Services – QA integrated & strategic (three steps to QA), distributed across organization, compliance, linked to Police Services Board and oversight requirements, QA is one part of overall risk management approach



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## SYNOPSIS

3. Sûreté du Québec – Community Policing and its 5 fundamentals are cornerstone, 20 standards of Regional municipalities adopted, systematic approach to risk mitigation, commences October 2007



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4. Ontario Provincial Police – QA Process, detachment inspections (3 year cycle) , accountability framework, web-based Management Inspection Program (MIP – Self report)



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5. Royal Canadian Mounted Police
  - QA part of 4 level risk mitigation, performed by unit every year, 5 phases, web-based, National Review guides, findings used to assess risk.



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possible





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## QUESTION

What part(s) of the other QA processes (presentations) could your police service benefit from?

De quelles parties des autres processus de l'AQ (présentations) dont votre service pourrait bénéficier?



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## QUESTION

Give an example of how your process has/could mitigate certain risks.

Donnez un exemple comment votre processus a contribué ou peut contribuer à réduire certains risques?



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## QUESTION

Which QA process(es) would be in your opinion best for a larger police service? Smaller?

Selon vous, quel(s) processus de l'AQ serait le plus approprié pour un plus gros service policier? Plus petit?



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## QUESTION

What is the greatest strength of your QA process vis-à-vis your police service?

Quelle est la plus grande force de votre processus de l'AQ au sein de votre service?



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## QUESTION

Why, in your opinion, is your police service using your version of a Quality Process?

Selon vous, pourquoi votre service policier utilise t-il votre version du processus de qualité?



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## QUESTION

What type of buy-in does your process have with your senior management? Employees?

Quel genre de support votre processus de l'AQ obtient-il auprès de vos gestionnaires supérieurs? Des employés?



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# 1 Questions

