



OPP Quality Assurance Processes

Session 6

Quality Processes in Police Services Panel

At

**The Pursuit of Quality Assurance in Law
Enforcement Conference**

Ottawa – October 2, 2007

Presented by: Inspector Joan Tonner

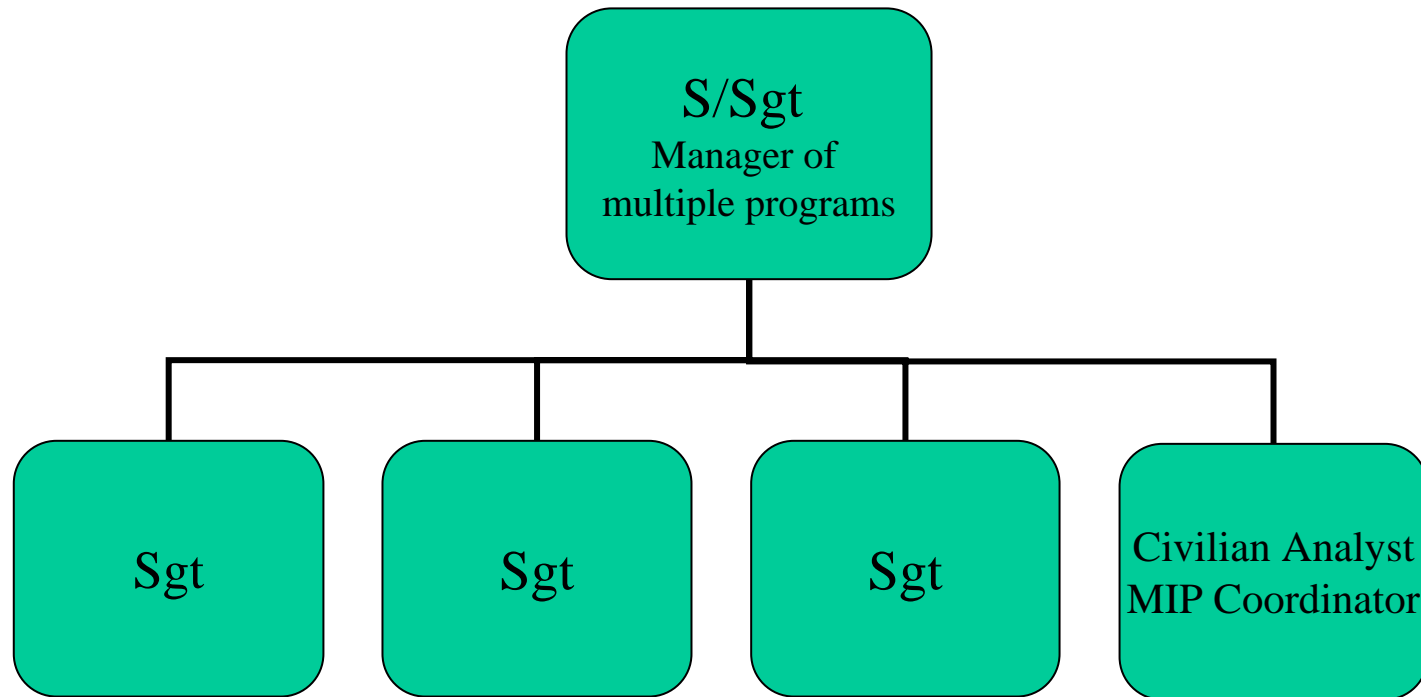


**Adequacy and Effectiveness of Police Services O.
Reg. 3/99.**

**Regulation made under the Police Services Act.
Section 35:**

“Every board and chief of police shall implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the Act and its regulations.”

Current QA Unit, within OPP Structure



Current QA Services

QUALITY ASSURANCE



2005
 Detachment Verification Visit
 Orillia Detachment
 Central Region

Detachment Inspections

PURPOSE: Conduct in-depth verification checks of selected high-risk Detachment Detachment Self-Audit Workbook (SAW), Adequacy Regulations and applicable organizational policies.

SCOPE: Audit Detachment Compliance for "High-Risk Areas" (High-Risk "Off-site"). Provide a solution.

Office is provided to CHQ of the unit findings, as they require premises. This national facility needs.

Page 1 of 15




	Yes	No
Have all detachment Breath Analysis Technicians re-qualified this year?	<input checked="" type="radio"/>	<input type="radio"/>
Is the current record of certification included in members' 291 file?	<input type="radio"/>	<input type="radio"/>

←Your answer is incomplete

Back Next

All questions in the MIP must be answered. If a question is overlooked you will automatically be returned to the highlighted question

[Help Reference Links](#)

Progress  26%



NOTICE TO PERSONS IN CUSTODY

DAMAGING OR DEFACING THESE CELLS IS A CRIMINAL OFFENCE. OFFENDERS WILL BE CHARGED AND BE HELD RESPONSIBLE FOR THE COST OF REPAIRS

Quality Assurance - May 2005

Job Aids

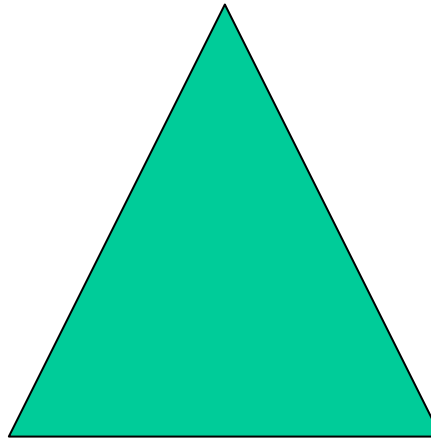
Web-based survey Management Inspection Program

Balanced Approach to Quality Assurance

Communication
Education

Partnerships
(Enhanced Capacity)

Relevant Risk Based
Products/Services



Defined Accountability Framework



Safe Communities

A Secure Ontario



Welcome to the Management Inspection Program (MIP)

The MIP is in the form of a survey and most questions require only a YES or NO answer. It will also include questions requiring dates and some that require a short explanation but all will require a response before moving ahead to the next question. Your participation in the testing phase does not require you to conduct a formal audit of processes at your detachment.

You are asked to experiment with the MIP by choosing all options. For example, the first question in the MIP relates to PRISONER CARE AND CONTROL and asks whether there are lockup facilities at the detachment location. By choosing the YES response you will move to the next question in that series. By choosing NO you will skip out of that series and into TRAFFIC MANAGEMENT, ENFORCEMENT AND ROAD SAFETY.

Please make note of any questions, concerns or suggestions you have as you work through the MIP. The information that you provide will greatly assist in the final stages of the MIP development prior to province-wide implementation.

Type in your Location Code and click BEGIN. If for any reason you are interrupted before completing the survey, use your PIN (Location Code) to begin again where you left off. After 30 minutes of inactivity, the survey will be interrupted automatically.

Thank you very much for your participation.

****Please enter your Location Code in the box below****

Location Code :

Begin



What are Detachment Inspections?

Audits/checks of selected high-risk areas provides assurance that adequate and effective policing services are being provided

External Review Team, includes Regional representatives and personnel on development

Attend all work locations – within the cluster

When are Inspection Visits conducted?

- Audit Cycle (every 3 years)
- Change of Command
- Amalgamation
- Other required circumstances



MIP



**Inspection
Visits**



**Organizational Assurance of an Adequate and
Effective Police Service**



Questions??