



COPC® Best Practices for Quality Management



Quality Reimagined

COPC® Best Practices for Quality Management will teach you the techniques used by industry leaders to ensure your quality program drives improvement in the customer experience and provides value to the wider business. This workshop is designed to provide you with practical skills and knowledge that can be used to benchmark your own business against world-class standards while helping you design key quality processes that drive measurable improvement.

What you will learn:

- Structure and approach to drive improvement at the program and individual level
- How to quantify the value of the quality function
- Key critical error types to be measured and managed
- Critical quality metrics for an accurate view of performance
- Quality form and scoring design that measures what matters most
- Type and frequency of quality analysis to drive performance
- Statistical techniques to determine optimal sample size
- Sampling approaches that produces unbiased results and reliable data
- Five key steps to calibration to ensure quality data has integrity

Course Benefits:

- Learn to develop a statistically reliable sampling approach
- Drive calibration among all of your evaluators and with your customers
- Measure what **really** matters to your customers and other stakeholders
- Understand how to drive genuine improvement through actions tied to the key drivers of performance.
- Receive tools and templates you can leverage in your quality assurance (QA) redesign efforts:
 - Sample Size Calculator
 - Agent Level Sample Form
 - Business Level Sample Form
 - Quality Metrics Job Aid
 - Precision Rate Over Time Template
 - QA Sample Design Template

Learn more at copc.com

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Attendee Feedback:



4.6 out of 5

100% Top Two Box

"We spent years thinking we had a QA program. Doing quality the COPC way has changed our perspective and our results speak for themselves.

We'll never go back."

Global e-commerce organization

*"Great pace, great to have **such a knowledgeable presenter** with so much experience in QA from all industries."*

Global Health Insurance Organization

*"Insights into effective calibration and analyzing our data is **incredible**."*

Australian-based Insurance Organization

*"Great insight into **industry standards** and guide on how to manage QA, calibration and coaching."*

Regional Financial Services Organization

*"Facilitator was very knowledgeable, spoke well and professionally. Interesting insights with best practice in quality framework and why. **Can be applied to operations effectively**."*

Global Not-For-Profit (NGO)

Ideal for anyone involved in the design and deployment of quality in contact centers or face-to-face organizations.

- CX Managers
- Contact Center Managers
- Operations Managers
- Team Leaders
- Quality Managers
- Training Managers
- Quality Evaluators



Ask us how to supercharge your quality program through training, customized quality program design and implementation support.



Logistics

- 14-hour course
- A microphone and webcam are required

Become a Certified Professional Manager

Earn the designation of Certified Professional Manager by successfully completing the course assessment.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at copc.com

