

REGULATING QUALITY OF SERVICE: PLANNING, COMPLIANCE MONITORING, AND ENFORCEMENT

A TRAINING COURSE

Washington, DC

July 7-18, 2008



ALL COURSE PARTICIPANTS RECEIVE A LAPTOP COMPUTER!

COURSE HIGHLIGHTS:

- Learn the key elements of successful infrastructure service delivery
- Learn how to effectively monitor universal access and growth strategies of utilities in the telecommunications, electricity, water, and transportation sectors
- Learn the key methods for monitoring, reliability and ease-of-use of services provided
- Develop benchmarking strategies to determine value for money and affordability
- Create consumer outreach and communication programs to improve feedback capabilities
- Develop your own *Action Plan* to create a Quality of Service program for your regulatory body, utility, or ministry
- Network and build professional relations with your fellow participants and leading regulatory specialists, utility officials, attorneys, and service providers from around the world

REGISTER ONLINE!

www.ip3.org

“Consumers consistently rank ‘quality of service’ as the key element for successful infrastructure delivery. Isn’t it time to be proactive in providing/monitoring the highest service quality for your customers?”

*Mary Webster
Regulatory Advisor*

IP3

Course Sponsor



The Institute for
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COURSE LEARNING OBJECTIVES

To improve the ability of regulatory authorities, utilities and relevant ministries to monitor and enforce quality of service requirements, IP3 has designed an intensive training course on *Regulating Quality of Service: Planning, Compliance Monitoring and Enforcement*. In this course participants will explore the key elements to successfully regulate and monitor quality of service as well as examine practical examples illustrating “best practices” throughout the world. Special presentations will examine how to prepare monitoring checklists, how to benchmark service delivery vis a vis affordability, and processes for stakeholder communications.

This course contains six modules that will be covered over a two-week period. Participants will be responsible for attending all presentations and site visits, actively participate in discussions, case studies and group exercises, and completing a strategic *Action Plan* to directly facilitate changes within their organization, department, and/or team.

COURSE CONTENT

Module I: Understanding the Elements of an Effective Quality of Service Regulation Program

- Rationale for regulating quality of service
- Determining the key elements of service delivery that require monitoring
- Rulemaking of quality of service standards
- Sector reviews: telecommunications, electricity, water, transportation

Module II: Planning for and Monitoring of Universal Access and Growth of Services

- Integrating planning tools to analyze access needs and future growth requirements
- Determining performance measurement tools
- Creating a monitoring checklist to ensure compliance requirements
- Strategies for enforcing contractual and regulatory requirements for universal access and growth

Module III: Planning for and Monitoring of Reliability and Ease-of-Use of Services

- Integrating planning tools to analyze reliability and ease-of-use requirements
- Determining performance measurement tools
- Creating a monitoring checklist to ensure compliance requirements
- Strategies for enforcing contractual and regulatory requirements for reliability and ease-of-use

Module IV: Determining “Value for Money” in Terms of Service Delivery and Affordability

- Determining a “value-for-money” framework for service delivery requirements
- Benchmarking quality of service with tariff rates being charged
- Impact assessment requirements for service providers
- Applying incentive ratemaking to quality of service

Module V: Communicating Quality of Service Issues with Relevant Stakeholders

- Identifying the key stakeholders and understanding how they are affected by quality of service issues
- Strategies to create focus groups for more effective data collection
- Designing effective public awareness campaigns
- Creating customer complaint channels and forums
- Conducting public hearings for feedback and retooling of quality of service standards

Module VI: Site Visits

Module VII: Action Planning

WHO SHOULD ATTEND

Commissioners, Directors and Key Staff of Regulatory Authorities, Agencies, and Commissions

Ministry Officials Responsible for Overseeing Infrastructure Development Policies and Projects

Directors and Key Managers of Public and Private Regulated Utilities

Consumer Advocates, Housing and Social Welfare Representatives

Staff of Bilateral and Multilateral International Organizations

DATE, LOCATION & COST

DATES: JULY 7-18, 2008
LOCATION: WASHINGTON, DC
TUITION: \$4,450
COURSE CODE: 1816-WA
CEUs EARNED: 6.0 CEUs

TECHNOLOGY AND LEARNING AT IP3

Since our founding, IP3 has proudly recognized the importance of technology in our capacity building programs. We have provided thousands of participants with laptop computers and relevant software packages which have been integrated into computer-based problem/case study solving exercises; simulated financial, economic, and legal modeling sessions; Internet-based research activities; communication tools; and Action Planning programming. In this course, each participant will receive a new mobile Intel® Pentium® 4 or Celeron® laptop computer to take advantage of this integration of learning technologies offered during the course and after their return to the office.

INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS (IP3)

The Institute for Public-Private Partnerships, Inc. (IP3) is an international training and consulting firm that focuses on advancing public-private partnership programs and opportunities, regulation operations and management initiatives, and competitive utility management reform in the environmental (waste/sanitation and solid waste), energy, transportation, telecommunications, technology, municipal service, health, and education sectors. Since 1994, we have trained over 25,000 professionals from over 150 countries worldwide.

For More Information and to Register:

THE INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS, INC. (IP3)

Global Training Services

1010 Wisconsin Avenue, NW • Suite 250

Washington, D.C. 20007, USA

Tel: 1-202-466-8930 • Fax: 1-202-466-8934

E-mail: training@ip3.org

Register Online at: www.ip3.org

Contact us about Professional Certification Programs!