



Course Description

This course will give regulatory authorities the practical tools for constructing a quality of service (QoS) program for regulated utilities.

QoS programs involve a combination of instruments, including regulations directly related to QoS measures, standards with their corresponding indicators, and enforcement and compliance mechanisms.

This course describes these various instruments that can be used to construct a QoS program, while covering involvement with stakeholders as a way to inform decisions related to QoS.

Become a Certified Regulation and Utility Management Specialist

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Learning Objectives

Through successful completion of this course, participants will be able to:

- Identify various types of QoS programs that can be constructed
- Discuss the instruments that can be used to put these programs into action
- Explain the relationship between QoS and rates
- Assess how the regulator can monitor, enforce, and incentivize the achievement of standards
- Create consumer outreach and communication programs to improve feedback capabilities
- Develop an action plan to create a QoS program

Who Will Benefit

- Commissioners, directors and key staff of regulatory authorities, as well as officials of ministries with responsibility involving public service
- Directors and key managers of publicly- and privately-regulated utilities
- Consumer advocates, housing, and social welfare representatives
- Staff of bilateral and multilateral international organizations

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Regulatory Capacity for Quality of Service (QoS)

- Assessing your institution
- Regulator responsibilities
- Regulatory control stages
- The regulator model
- Achieving regulatory excellence
- Creating institutional capacity

Designing a QoS Program

- Competition in the market
- Designing a QoS
- Pre-conditions for designing a QoS
 - Regulatory process
 - Instruments (regulations, performance contracts, licenses, tariffs, audits)
 - Economic analysis/RIA
 - Stakeholder engagement mechanisms

Regulating QoS

- QoS regulation
- Defining the appropriate quality level
- Competing objectives and economic trade-offs
- Linking of QoS to price setting
 - Cost of service approach
 - Rate-of-return approach
 - Price cap approach
- Yardstick regulation
- Franchise regulation
- Performance-based regulation

Engaging with Stakeholders to Build QoS Programs

- Identifying relevant stakeholders
- Establishing a dialogue with relevant stakeholders
- Stakeholders engagement and the regulatory process
- Stakeholders mapping and analysis

Implementing QoS

- Implementation and components of a QoS program
- Legal provisions to implement QoS program
- Developing QoS measures
- What to include in a QoS program?
 - Standards
 - Parameters and targets
 - Indicators
- QoS program models

Preparation of Agreements Related to QoS

- The role of agreements in ensuring QoS
- Performance agreements
- Service-level agreements

Defining Key Performance Indicators (KPIs)

- What is a KPI?
- Good practices in defining KPIs
- Challenges to define KPIs
- Types of KPIs

Measurement Techniques for KPIs

- Measuring performance
- Measurement performance tools
- KPI measurement challenges
- Who should measure KPIs
- Data quality
- Ensuring accurate information
- Reporting and publishing

Monitoring QoS Regulatory Framework

- Monitoring QoS
- Elements of effective monitoring
- Monitoring functions and tools
- The role of auditors and auditing in the QoS program

Enforcement of QoS Regulatory Framework

- Enforcement in QoS programs
- Enforcement tools
- Compliance techniques
- Approaches to enforcement
- Penalties for non-compliance
- Challenges of proper enforcement

The Guaranteed Standards Scheme

