



Emergency Operations in the Time of COVID

2022 Annual Conference & Training Institute

Kansas City, Missouri

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Contingency Plans and Disaster Recovery

- We ensure that our participants have accessibility to services through all natural events that would normally interrupt the ability to offer service.
- Business Continuity Plan
 - Pandemic Planning
 - Civil Unrest
- Disaster Recovery
 - Hurricane Harvey
 - Coronavirus Response
 - Snowmageddon





ISO 9000 Series Quality Management Principles

- QMP 1 – Customer Focus
- QMP 2 – Leadership
- QMP 3 – Engagement of People
- QMP 4 – Process Approach
- QMP 5 – Improvement
- QMP 6 – Evidence-Based Decision Making
- QMP 7 - Relationship Management



- Plan
- Do
- Check
- Act

The PDCA Cycle



Recognize an opportunity and plan a change.

- Definitions
- Policy/Procedures
- Communications



Test the change. Carry out a small-scale study.

- Implementation Schedule
- People
- Service Delivery
- Communication



Review the test, analyze the results,
and identify what you've learned.

- Data
- Observation
- Feedback
- Testing



Take action; do something

- Policies and Procedures
- Triggers
- Continuous Improvement
- Innovation



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