

# QA/QI

improving the quality of your service

All too often we cringe when we hear the letters QA/QI.

### Why is this?

It is because we tend to look at QA/QI from a negative point-of-view. From the administrative side we assume that everyone is incompetent and we have to look for what they are doing wrong. Where from the provider standpoint we only hear from the QA folks when we supposedly did something wrong.

This is a fallacy and in fact a well run QA/QI program avoids these feelings. This course will teach administrators how to effectively establish, manage, and use a QA/QI program within their service.

**QA/QI**  
Course #100012

FREE

This is a great course to accompany our customer service and documentation presentations!

