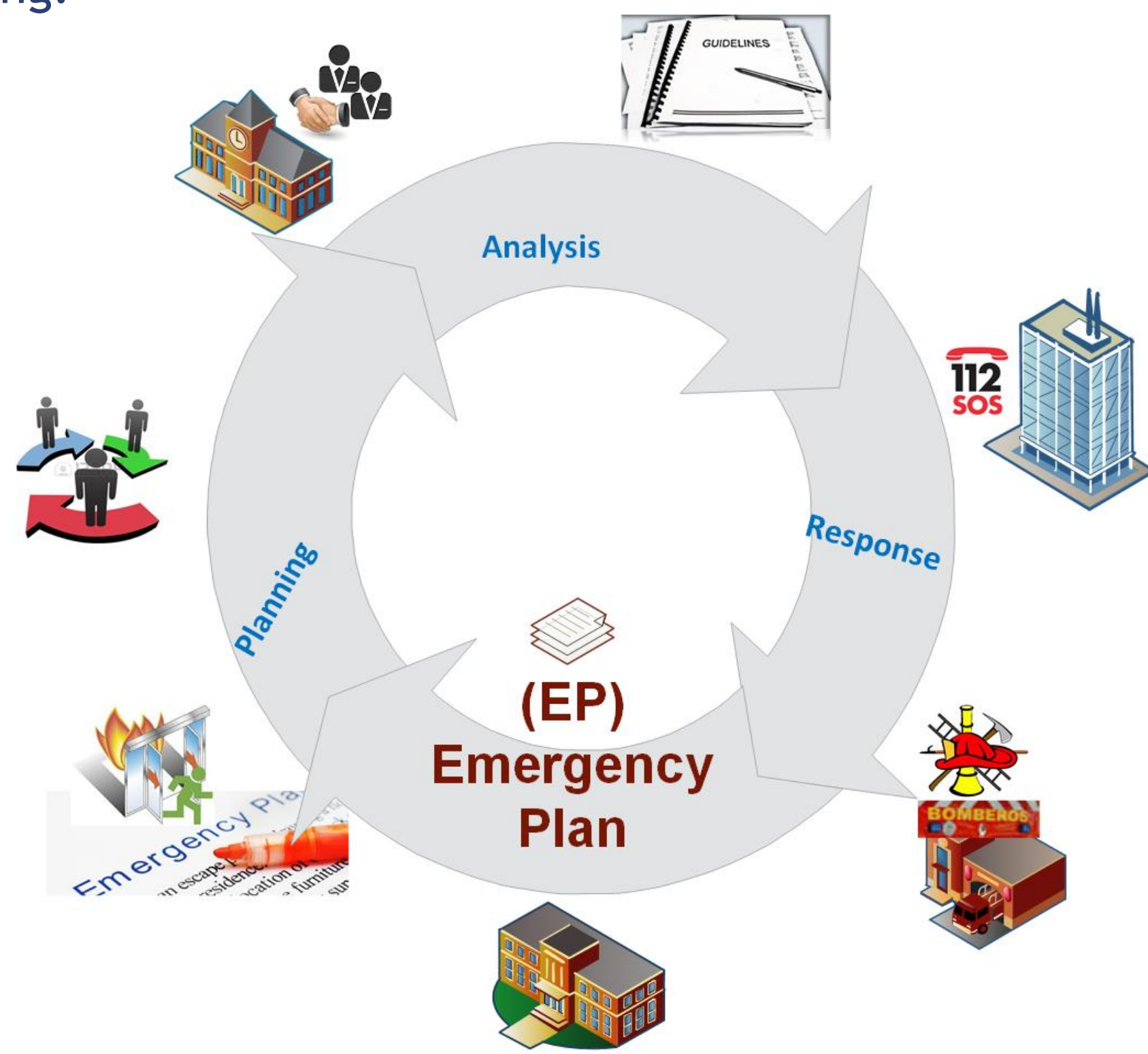


1. MOTIVATION

The evaluation of the quality of Emergency Plans is an unresolved issue. While most research efforts have focused on the definition and improvement of planning methods and the associated tools, a reference framework allowing the assessment of Emergency Plans and their management is still missing.



2. GOALS

GENERAL

- Assessment and continuous improvement of the Emergency Plans Management in an organization through the development of a Emergency Plans Quality Model.

SPECIFIC

- Define a maturity-driven layered framework (QuEP Framework) for the evaluation of Emergency Plans Management in organizations.
- Identify principles, practices and stakeholders for Emergency Plans Management.
- Design a Total Quality Model to evaluate Emergency Plans with regard to the planning principles and practices.
- Implement our Model and integrate it into the plan analysis module of the SAGA framework to support the Emergency Plans life cycle.
- Assess the Model with experts and organizations.

3. RESEARCH PLAN

Stage 1 (in progress):

- Study of the **state of the art** in the area of **Quality Management** and **Emergency Plans**.
- Define the **Total Quality Framework** for **Emergency Plans Management**.
- Design **Total Quality Model** initial proposal.

Stage 2 (in progress):

- Make a **detailed study** of **governmental guidelines** and **laws**.
- Identify **principles, practices, and stakeholders** to **Emergency Plans Management** to each one in the maturity levels of the framework.

Stage 4:

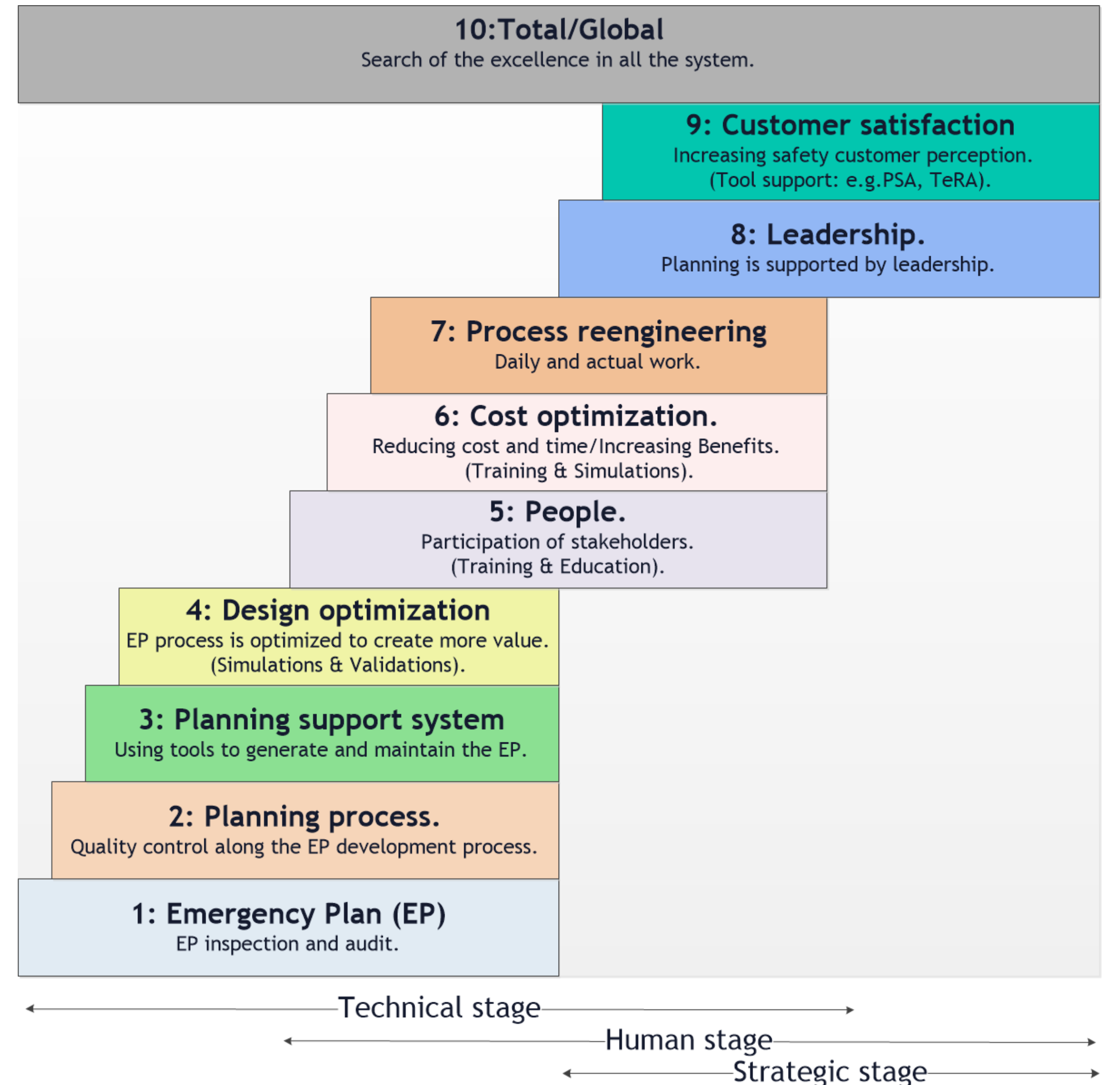
- Evaluate and **validate** our proposal with **experts** and **organizations involved** (feedback and results).

Stage 3:

- Implement the **Total Quality Model** and **integrate** it with the framework to support the emergency plans life cycle (**SAGA**) developed by ISSI-DSIC-UPV.

QUEP IN PROGRESS

THE QUEP FRAMEWORK

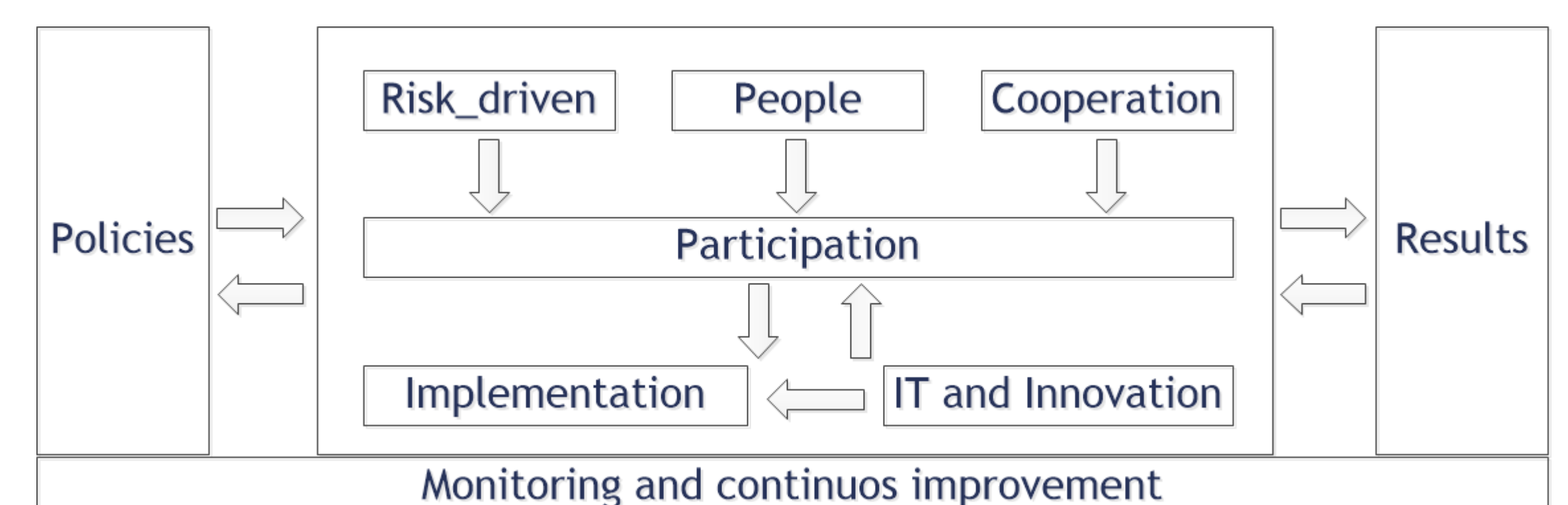


EMERGENCY PLANS MANAGEMENT PRINCIPLES AND PRACTICES

Maturity Level	EP. Practice	EP. Principle
10: Total	Search of the excellence in all system practices	
9: Service	Tools support	IT
	Customer perception	People
	Diffusion by authorities	Policies
	Customer satisfaction	Results
	Goals and Vision (Objectives)	
8: Leadership	Teamwork and Roles	Participation
	Leadership style	Policies
	Inter-organizational coordination	Cooperation
7: Reengineering	Process improvement	Monitoring
	Analyzing daily activities	
6: Cost Optimization	Cost of training and Timeline.	Implementation
	Emergency drills	Monitoring
	Hazard analysis	Risk driven
5: People	Personal Training	Participation
	Public engagement.	
	System responsibilities	Policies
4: Design optimization	Optimizing requirements of risks.	Risk driven
	Simulation software	
	Resource improvement and maintenance	Monitoring
3: Planning support system	Analyze organizational resources	Implementation
	Analyze customer requirements	People
2: Planning process	Control in the development	Implementation
	Stakeholders involved	Participation
1: Emergency plan (EP)	Deliverable plan	Policies
	Standards and formats	
	Consider aspects of risk	Risk driven

THE QUEP MODEL

- The Total quality model covers 9 Principles and their respective Practices.



4. EXPECTED RESULTS

- A hierarchy of maturity levels that will allow the assessment of the capabilities of organizations with respect to the Management of Plans along their whole lifecycle, as well as the definition of improvement paths via a number of actions that can lead organizations up in the hierarchy (best practices).
- The Model is intended to be the evaluation tool of a method in which not only the plan, but also the Emergency Plans Management can be improved in order to increase the planning process and the satisfaction of all the stakeholders in an organization.