



Achieving Excellence in the Fire Service

Judy Janing Ph.D. RN EMT-P, Gordon M. Sachs

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Developed specifically for fire service professionals, this book is a quality improvement resource that outlines a “step-by-step” process for assessing, measuring, evaluating, and improving performance and review. It provides a practical flow of formation—from general to specific, and comprehensive coverage that presents readers with a history of system evaluation in the fire service, to quality management, to strategic quality planning, and much more. For fire chiefs, city and county managers, training officers, quality improvement officers, health and safety officers, and risk managers.

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