

Synoptic Table

2023 • 2027
Strategic Plan



MISSION

ENPQ provides high-quality, relevant, and coherent training activities to develop and maintain the competencies of those involved in the police and public security community.



VISION

Establish ourselves as a national hub of police and public security training in Quebec, with a focus on people, innovation and accessibility.



VALUES

- Respect
- Integrity
- Discipline
- Commitment
- Sense of responsibility

DIRECTIVES		OBJECTIVES	INDICATORS
Issue 1 - Accessibility to a contemporary training offer			
1 Optimize the training offer	1.1 Meet the growing needs of clients and partners	1. Number of graduates from basic training programs 2. Proportion of registrations in partner or accredited training courses 3. Proportion of multi-client course offerings ** 4. Additional number of hours converted on simulators in basic training programs 5. Proportion of training activities offered off-campus or online	
	1.2 Consolidate the network of trainers	6. Number of ENPQ-accredited trainers	
Issue 2 - ENPQ attractiveness and well-being of staff and clients			
2 Value people	2.1 Enhance the ENPQ experience and attraction	7. Employee satisfaction score* 8. Student satisfaction rate 9. Client organization satisfaction score*	
	2.2 Promote overall health	10. Number of people who participated in activities designed to promote the overall health of clients.	
Issue 3 - Capacity optimization in a context of growth			
3 Improve organizational performance	3.1 Continuously revise courses and programs	11. Number of revised training activities	
	3.2 Implement technological tools to increase efficiency and administrative predictability	12. Annual progress rate of the project to set up an integrated management system (IMS) 13. Number of new online services introduced to enhance the client experience	

* This score is determined by the Net Promoter Score (NPS), a methodology used in customer experience programs. It measures customer loyalty to an organization. Scores range between -100 and +100.

**Courses designed for several categories of clients or different sectors of activity in the broad field of public security, for the sake of interoperability.