



## Measuring Testing Service Providers

A Free RBCS Webinar: 1.5 PDU Credits

Many organizations use outside service providers to perform some or even all of their testing. Some attendees of these free webinars work for such service providers. Whichever camp you're in, you might need to know whether the services being provided are really meeting the needs. Can you measure success? Yes, and it's easier than you might think. There are a dozen concrete measures of the effectiveness, efficiency, innovation, responsiveness, and attitude associated with these services. In this free webinar, Rex will discuss these metrics, helping both sides of the service relationship do a better job.

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