

## Introduction to Continuous Improvement Data Collection Methods in Emergency Management



Sponsoring Organization: FEMA Continuous Improvement Technical Assistance Program

A variety of data collection methods can be used to gather data for continuous improvement activities, including incident after-action reviews. This training session will provide a brief overview of the six primary data collection methods defined in FEMA's National Continuous Improvement Guidance and cover some basic tips for each method.

1 hr.: Fri. 4/19, 12:00pm – 1:00pm

Instructor:

**Sean Dugdale**

National Integration Branch Chief, Continuous Improvement Program,  
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Sean Dugdale leads a team of analysts as the National Integration Branch Chief within the Federal Emergency Management Agency's (FEMA) Continuous Improvement Program (CIP). In this role, Sean delivers quick-turn, insight-rich analytics products, and actionable intelligence in support of both disaster operations and the creation of after-action review products nationwide. He also oversees the ongoing implementation of FEMA's National Collection Analysis Priorities (NCAP), Continuous Improvement Technical Assistance Program, and annual Summary of Findings from disaster operations. Before becoming Branch Chief, Sean served as a Management and Program Analyst, supporting NCAP and other analytical projects. Sean previously worked as a Policy and Data Analyst within FEMA's National Flood Insurance Program, leveraging data-driven insights to help steer process improvement, strategic and policy alignment, and visualization, and reporting requirements. Sean joined FEMA in 2019 after five years in the non-profit sector as a research analyst and publication manager. Sean is a graduate of American University with dual degrees in International Relations and Chinese Studies.