



# The *Fourth* Canadian Quality Congress



June 27-29, 2012

Carleton University, Ottawa, Canada

## A WORLD-CLASS EVENT YOU DO NOT WANT TO MISS!

Theme – Closing the Quality Gap:  
Manufacturing vs Service Organizations

**Top-notch scholars, experts, and quality management professionals from 25 countries will be in attendance**

The conference will focus on the latest thinking in the areas of customer-centered quality improvement strategies and innovations, knowledge building, team work, quality improvement examples, case studies, ISO standards, lean management, kaizen, six sigma, quality in manufacturing, government and educational institutions, patient-centered health care system design, social responsibility, customer satisfaction, and more.

### World-class keynote speakers:

- ✓ Dr. Jim Harrington, *Path to Business Excellence*; Past President of American Society for Quality and International Academy for Quality; author of 35 books; California
- ✓ Ron Higgins, *Performance Excellence at Ottawa Senators*; WREN Group, Ontario
- ✓ David McClaskey, *Decision-making in Government*; President, Pal's Business Excellence Institute, Tennessee
- ✓ Diane Dalglish, *Journey to Excellence in the Capital Projects Division*; Assistant Deputy Minister, Government of Alberta
- ✓ Nancy Pratt, *Winning the Malcolm Baldrige Award in Health Care*; Senior Vice President, Sharp Healthcare, California
- ✓ Lori Schmidt, *Successes in Industrial Competitiveness*; CEO, Productivity Alberta
- ✓ Ken Miller, *Bringing Change and Innovation to Government*; Center for Radical Improvement, Missouri
- ✓ Deborah Hopen, *21<sup>st</sup> Century Leadership*; Past President, ASQ, and Deborah Hopen Associates, Washington

### Special sessions include:

- ✓ 2 CEO discussion panels on quality in healthcare and the economy
- ✓ 3 pre-conference workshops on quality improvement in healthcare, government, and business processes
- ✓ Over 40+ technical paper presentations, best papers will be published in journals
- ✓ Exhibit booths, trade show, welcome reception, conference gala dinner and entertainment, sight-seeing tour and excellent networking opportunities

**Organizing Committee Team members:** Dawn Ringrose, Dan Corbett, Ron Higgins, Al Kennedy, Madhav Sinha, Brad Mason

**For additional information** visit [www.CanadianSocietyForQuality.com](http://www.CanadianSocietyForQuality.com) or contact us at [CSQ@shaw.ca](mailto:CSQ@shaw.ca); 1-204-261-6606; 1-888-286-4473 (toll-free Canada and US)



Presented by:

**Canadian Society for Quality**