WELCOME TO MONTREAL, CANADA

Dear Friends,

It is a great pleasure to welcome everyone attending the 8th Canadian Quality Congress in the city of Montreal, Quebec, Canada.

We are very proud and honored to have amongst us world-class keynote speakers, delegates and paper presenters who have travelled far and wide from around the world and from many Canadians cities, coast to coast, to make up this gathering a truly international event of its kind.

Enjoy your visit to one of the top-ranked universities in the world, the McGill University. We are grateful to you, to all of our sponsors, our staff and volunteers and we look forward to your continued support in the future.

Welcome to Montreal. Enjoy your visit!

Cordially,
Dr. Madhav Sinha
President, Canadian Society for Quality (CSQ)

MESSAGE DU PREMIER MINISTRE DU QUÉBEC

À titre de premier ministre du Québec, c’est avec beaucoup d’enthousiasme que je vous adresse ces quelques mots pour vous souhaiter la bienvenue dans notre métropole, que vous avez choisie comme lieu de rassemblement et de partage.

Par sa mission, la Société canadienne pour la qualité vise ni plus ni moins que l’excellence au sein des entreprises et des institutions publiques canadiennes, notamment en optimisant les pratiques de gestion et en favorisant la performance. Si les méthodes d’organisation du travail ont beaucoup évolué depuis quelques décennies, encore faut-il les connaître, les comprendre et les faire avancer. C’est ce que vous faites en vous présentant ici : cet événement d’envergure vous permettra d’établir des échanges riches et constructifs, et c’est tout à votre honneur.

Le Gouvernement du Québec peut lui-même s’appuyer sur une administration publique solide et compétente, qui compte en ses rangs des gestionnaires chevronnés, bien au fait des meilleures pratiques dans le domaine de la gestion. Depuis plusieurs années, de nouvelles façons de penser et d’organiser le travail sont mises en application, et les résultats sont probants; c’est pour moi une grande source de fierté. Je suis persuadé que cette évolution positive se poursuivra, notamment grâce aux discussions et aux travaux qui seront entamés ici.

Je vous souhaite un congrès à la hauteur de vos attentes et un séjour des plus agréables à Montréal!

MESSAGE FROM THE PREMIER OF QUÉBEC

As Premier of Québec, I am indeed pleased to welcome you to Montréal, which you have chosen as the site of your annual congress.

Through its mission, the Canadian Society for Quality focuses specifically on excellence in Canadian businesses and public institutions, in particular by optimizing management practices and promoting efficiency. While work organization methods have changed considerably in recent decades, it is essential to be aware of, understand and promote them. That is what you are doing by assembling here: this major event will afford you the opportunity to engage in fruitful, constructive discussions, which does you credit.

The Québec government can rely on a solid, competent public administration, which includes in its ranks experienced managers who are aware of best practices in the realm of management. For several years, new ways of thinking about and organizing work have been implemented and the results are convincing, a source of great pride for me. I am certain that this positive change will continue, especially as a result of the discussions and deliberations that take place here.

Best wishes for a satisfying congress and a pleasant stay in Montréal.

PHILIPPE COUILLARD
**DISTINGUISHED KEYNOTE SPEAKERS**

**DAY 1**  
Renée Laflamme  
Executive vice-president, Industrielle Alliance  

Industrielle Alliance, 5 years ago, decided to become a lean organization in all its activities. Today, it is recognized as a model on how to implement a lean culture in service organization.

**DAY 1**  
Pierre Malenfant  
General Manager, Steris Canada, Beauport (QC)  

First recipient of Shingo Prize, a prestigious award in Quebec that recognizes the level of achievement in lean practices.

**DAY 1**  
Suzanne Blanchet  
Senior vice-president, Corporate Development Cascades Inc.  

Cascades Inc started to implement improvement process techniques 20 years ago. Find out how they have met many of the innovation implementation challenges and made significant improvements.

**DAY 2**  
James Harrington  
Past President of American Society for Quality (ASQ) and International Academy for Quality (IAQ) and author of 35 books on quality and innovation.  

Dr. Harrington will discuss why all industries must innovate today before it's too late.

**DAY 2**  
Alain Ouellette  
Executive Director, Automation, GE Aviation, Bromont, Canada  

Winning the Quebec Quality Award is a demanding process, but worth the effort.

**DAY 2**  
Johanne Maletto  
General Manager, MQQ – Quebec Quality Organization  

You will hear about the key role of the Quebec Quality Association, and how it helped transform the quality culture in Quebec organizations. A very impressive story.

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**CALL FOR PAPERS**

The 9th Canadian Quality Congress is seeking papers. Please submit your proposals by January 31st, 2017 by email at: CSQ@shaw.ca

Priority will be given to the best practices papers and case study applications that have resulted in measurable improvements particularly in service industries, healthcare, hospitality industries, aerospace, banking, governments, utilities, dot com industries, and non-profit organizations. The location and date of next Congress will be announced soon on the Congress website.

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**CALL FOR VOLUNTEERS**

Canadian Quality Congress needs volunteers for:

- Paper reviews
- Newsletter editors
- Program chairs
- Journal editorial board members
- Social media experts
- Bloggers

Send your resume to: CSQ@shaw.ca
## TECHNICAL PROGRAM

**Tuesday, September 20, 2016**  
New Residence Hall

### 7:30 am – 5:00 pm

**REGISTRATION (OPEN ALL DAY) - LOBBY**  
**CONTINENTAL BREAKFAST (FOYER)**

- **8:30 am – 9:15 am**  
  - Salon A  
  - Opening Ceremonies/Intro Speeches  
  - Master of ceremonies, Welcome remarks by Dr. Madhav Sinha, president, Canadian Society for Quality; Mayor of the City of Montreal His Worship Denis Coderre  
  - Morning keynote speaker: Renée Laflamme, Executive Vice-president, Industrielle Alliance  

### 10:15 am – 10:30 am

**COFFE BREAK (FOYER)**

### 10:30 am - 11:15 am

- Salon A  
  - The Key steps in Transforming Organizational Culture, Michel Bouvette, Consultant and expert on organizational transformation, Montreal, Canada

- Salon B  
  - The Way Ahead: An Overview of Performance Measurement in the City of Edmonton, Canada; Kel Wang, Corporate Performance Measurement Coordinator, and Jennifer Jennax, Financial Services and Utilities, City of Edmonton, Edmonton, Alberta, Canada

- Salle des Parc  
  - Hoshin Planning: Deployment Methodology for Continuous Improvement, Gilles St-Jean, Directeur des opérations, Gatfelter Gatineau, Canada

### 11:15 am - 12:00 pm

- Salon A  
  - The Ancient Roots of Lean Management, Patrice Ouellet, President, Coaching Nouvel Angle, Montreal, Canada

- Salon B  
  - The Development of a Model comparing Social and Conventional Companies for Responsive Consumers, Odette Lobato Calleros, Universidad Iberoamericana-Mexico City, Department of Engineering, Prolongación Paseo de la Reforma, Lomas de Santa Fe, Distrito Federal, México, and Alejandro Castro Ruvalcaba, Universidad Iberoamericana-Mexico City

- Salle des Parc  
  - Evaluation of Field Quality Metrics using Smart Phones: Findings and Recommendations, Brian Palmquist, Director of Quality, Ledcor Construction Limited, Vancouver, British Columbia, Canada

### 12:00 pm – 1:30 pm

**LUNCH (FOYER)**

- **1:30 pm – 2:30 pm**  
  - Salon A  
  - Afternoon keynote speaker: Pierre Malenfant, General Manager, Steris Canada, Beauport, Quebec, Canada  
  - Topic: Winning the Shingo Prize: How the challenge was met by Steris Canada

### 2:30 pm – 2:45 pm

**COFFE BREAK (FOYER)**

### 2:45 pm - 3:30 pm

- Salon A  
  - Improvement process using lean management at Industrielle Alliance, Éric Bellavance, Senior Consultant, Continuous Improvement, Industrielle Alliance, Montreal, Canada

- Salon B  
  - Improving software quality using six sigma DMAIC based approach: A case study, Racha Karout, Post Graduate student and Anjali Awasthi, Associate Professor, Concordia University, Montreal, Canada

- Salle des Parc  
  - A New Process Design with Lean Application in Healthcare: A Case Study, Hatice Camgöz-Akdağ, Esra Çalışkan, and Sirel Toma, Istanbul Technical University, Faculty of Management, Department of Management Engineering, Istanbul, Turkey

### 3:30 pm - 4:15 pm

- Salon A  
  - How to Systematically Integrate Lean Practices to Management of Information Technology (IT), Yvan Bolduc, Vice-président opérations, Axon Intégration et développement, Montreal, Canada

- Salon B  
  - Implementing Kaizen in Healthcare: A Case Study, Ahmed M. Elsheikh, Quality and Patient Safety Director, and Nahla Ismael, Quality Improvement Specialist, Security Forces Hospital, Makkah, Saudi Arabia

- Salle des Parc  
  - Six Sigma Model of Transfer of Development Capability, Jan M. Myszewski, Professor, Department of Quality Management, Kozminski University, Warsaw, Poland

### 4:15 pm – 5:15 pm

- Salon A  
  - Afternoon keynote speaker: Suzanne Blanchet, Senior Vice President, Corporate Development, Cascades Inc.  
  - Topic: The Innovation Way: Successes and Challenges

### 6:00 pm – 6:30 pm

**COCKTAIL (FOYER)**

**GALA BANQUET, AWARDS & ENTRETEINAMENT (SALON A)**
<table>
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<tr>
<th>Time</th>
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<th>Session</th>
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<tr>
<td>8:30 am – 9:15 am</td>
<td>Salon A</td>
<td>Morning keynote speaker: Dr. Jim Harington, Past President, American Society for Quality (ASQ) and International Academy for Quality (IAQ), author of more than 35 books on quality and innovation. <strong>Topic: Innovate today before its too late</strong></td>
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<td>9:15 – 9:30</td>
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<td><strong>COFFE BREAK (FOYER)</strong></td>
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| 9:30 am – 10:15 am | Salon A, Salon B, Salle des Parc | TRIZ: A Powerful Innovation methodology (Part I), Patrick Choquette, Business Consultant, Business Development Bank of Canada, Montréal, Canada  
|                 |                  | A Collaborative Approach to Managing Diabetics in Long Term Care, (Part I), Candace Chartier, Chief Executive Officer, Ontario Long Term Care and Andrew Steele, MD, Chief Medical Director, Central Health LHIN, Ontario, Canada  
|                 |                  | Service Touch Points that Drive Customer Experience, Ashish Thomas, Chair, Department of Management, Concordia University of Edmonton, Alberta, Canada |
| 10:15 am – 11:00 am | Salon A, Salon B, Salle des Parc | TRIZ: A Powerful Innovation methodology (Part II), Patrick Choquette, Business Consultant, Business Development Bank of Canada, Montréal, Canada  
|                 |                  | A Collaborative Approach to Managing Diabetics in Long Term Care, (Part II), Candace Chartier, Chief Executive Officer, Ontario Long Term Care and Andrew Steele, MD, Chief Medical Director, Central Health LHIN, Ontario, Canada  
|                 |                  | Patient-centered Medication Management: A Proposed Model, Jane Prestie, Quality Consultant, Alberta Health Services, Calgary, Alberta, Canada |
| 11:00 am – 12:00 pm | Salon A         | Morning keynote speaker: Alain Ouellette, Executive Director, Automation, GE Aviation, Bromont, Canada  
|                 |                  | **Topic: Winning the Quebec Quality Award: A demanding process, but worth the effort** |
| 12:00 pm – 1:30 pm |                | **LUNCH (FOYER)**                                                       |
| 1:30 pm – 2:15 pm | Salon A          | New Tools and Practices of Innovation, Patrick Choquette, Business Consultant, Business Development Bank of Canada, Montréal, Canada  
|                 | Salon B          | Path to Organisational Excellence and Culture Transformation (Part I), Sumeet Kumar, Natalie Lepine and Micheline Demers, Kumar Friends Inc; Toronto, Canada  
|                 | Salle des Parc   | Collaboration across the Continuum Care to Improve Patient Flow: A Case Study, Gail Aguillon, Director Adult Rehabilitation, Michelle Wallace, Patient Care Manager, and Mareika Purdon, Supervisor Transition Services, Glenrose Rehabilitation Hospital, Edmonton, Alberta, Canada |
| 2:15 pm – 2:30 pm | Salon A, Salon B, Salle des Parc | Why Integration of Continuous Improvement with Lean and Innovation is so Important, Jean-Claude Savard, President, J. C. Savard Consultants and Academician, International Academy for Quality (IAQ), Montréal, Canada  
|                 |                  | Bridging the Gap between Theory and Practice in Healthcare, Ahmed M. Elsheikh, Director of Quality and Patient Safety, Mohamed S. Emam, Healthcare Risk Management Specialist, and Sultana A. Alshareef; Clinical Review Specialist, QPS Department, SFHPM, Saudi Arabia  
|                 |                  | Perspectives of Effective Medication Reconciliation to Ensure Medication Safety, Safia Ramzan, Master’s student, and Dr. Carol Ewashen, Nursing Faculty, University of Calgary, Alberta, Canada |
| 3:15 pm – 4:00 pm | Salon A          | Improving Specimen Delivery time from the Operating Room to Histology, Jessica Gerritsen, Quality & Improvement Specialist, Brockville General Hospital, Brockville, Ontario, Canada  
|                 | Salon B          | Path to Organisational Excellence and Culture Transformation (Part II), Sumeet Kumar, Natalie Lepine and Micheline Demers, Kumar Friends Inc; Toronto, Canada  
|                 | Salle des Parc   | Culture Evaluation using Survey Technique, Ahmad ElSheikh, Quality and Patient Safety Director, and Mohamed Eltawani, Patient Safety Specialist, Security Forces Hospital, Makkah, Saudi Arabia |
| 4:00 pm – 4:45 pm | Salon A          | Afternoon keynote speaker: Johanne Maletto, General Manager, MQQ – Quebec Quality Organization  
|                 |                  | **Topic: The key role of MQQ – Quebec Quality Association supporting the improvement practices** |
| 4:45 pm – 5:00 pm |                | **CLOSING CEREMONIES (SALON A)**                                      |
Vision
To be the catalyst organization in Canada that invites quality practitioners, organizations, and associations to pool their collective research and knowledge in the relentless pursuit of performance excellence.

Mission
To share quality improvement related research and knowledge with practitioners and to strengthen their understanding of quality tools and techniques that enhances positive work results and promotes organizational excellence.

Core Values
Learn - from one another;
Share - quality tools and techniques;
Celebrate - the positive contribution that quality makes to work processes, organizations, and communities.

Programs and Services
Membership – complimentary membership for quality practitioners; partnerships with associations and quality societies from around the world;
Publications – complementary quarterly newsletter for members, research papers journals and magazine publications, quality improvement related educational materials;
Annual Conference – annual Canadian Quality Congress held in major cities across Canada;
Research – link to academics and projects at universities, colleges and other major research centers across Canada and around the world;
Advocacy – educate and influence policy and decision makers on the contribution that quality improvement makes to organizations, communities, and to the nation in general.

Value Proposition
Our membership is comprised of quality practitioners across genres such as excellence frameworks, TQM, ISO, lean, and six sigma. These professionals use tools and techniques to improve work processes and overall performance in their organizations.
The Canadian Society for Quality (CSQ) invites all associations and quality practitioners across genres to join in the quest for excellence – to learn, share, and celebrate state-of-the-art research and knowledge that make a difference to work processes and organizations and that can collectively make a difference to communities and the nation.
In doing so, CSQ offers:
Value for practitioners – membership is complementary and members have an opportunity to learn about quality tools and techniques, share experiences, and celebrate successes.
Value for organizations – the synergy of quality professionals, organizations, and associations pooling their research and knowledge sets the stage for quantum leaps in work process improvement and organizational excellence.
Value for community – the link between academia and industry helps validate the impact that quality tools and techniques have on work processes, organizational performance, and productivity.
CELEBRATING OUTSTANDING PAPERS

The Best Paper Award and the Highly Commendable Award have been established since first Congress to identify the most outstanding papers presented at the Congress.

Join us and meet the authors of this year’s best papers on Tuesday, September 20th, during the Gala Dinner event.


COME TO BANQUET

[Ticket required, Purchase in advance]

Get set for music and entertainment
Tuesday, September 20, 2016,
McGill University – New Residence Hall
3625 Av du Parc
Montreal

Reception: 6:00 PM - 6:30 PM
Dinner: 6:30 PM - 7:30 PM
Awards & Entertainment: 7:30 PM - 8:30 PM

HONOURING OUTSTANDING

Canadian Quality Pioneers and Leaders (To be announced)

NETWORKING OPPORTUNITIES

Meet with top quality professionals from all over the world in manufacturing, service, healthcare, government and educational sectors at the Welcome Reception, during daily breakfast, lunch and coffee breaks and at Conference Banquet. Make business connections at the Exhibition. Be sure to take advantage of this opportunity to network with exhibitors.

Tuesday and Wednesday, September 20-21, 2016
• 10:15 AM to 10:30 AM - Coffee break and networking with Sponsors and Exhibitors
• 12:00 PM to 1:30 - Lunch Break, Networking with Sponsors and Exhibitors
• 2:30 PM to 2:45 PM - Coffee break and networking with Sponsors and Exhibitors
THANK YOU!!!

2017 Canadian Quality Congress (CQC) needs sponsors, exhibitors and partners. Please contact: CSQ@shaw.ca

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Canadian Society for Quality National and International Advisory Board Meeting

(by invitation only)
Monday, September 19, 2016
1300 pm - 15:00 pm
Salle des Pins

(Canadian National Board)
Wednesday, September 21, 2016
13:00 pm – 14:00 pm
Salle des Pins

About Canadian Society for Quality

The Canadian Society for Quality Inc. is a membership-based, non-profit, organization of quality professionals in Canada, established to promote quality improvement and business excellence principles in public, private and voluntary organizations to help build competitive infrastructure in all communities based upon knowledge ecology and a culture of social responsiveness for the betterment of human lives.