Canadian Quality Congress

7th Canadian Quality Congress

September 28 - 29, 2015
University of Alberta, Edmonton, Alberta

Presented by

Technical Program 2015
Managing change through Quality Leadership
Message from Honourable Rachel Notley, Premier of Alberta

On behalf of the Government of Alberta, it is my pleasure to welcome you to the 7th annual Canadian Quality Congress.

With best business practices rapidly evolving, events such as this one are essential to the business community’s success and vitality.

Thank you for your dedication to ensuring quality business practices are upheld across Canada. I hope you are all able to take advantage of the invaluable presentations, discussions and networking opportunities available to you at this conference.

Thank you to all the event organizers and volunteers who helped to make this event a success!

Rachel Notley

Welcome remarks from:

Honourable Sarah Hoffman
Minister of Health,
Government of Alberta

Greetings from President David H. Turpin
University of Alberta

The University of Alberta is delighted to be the venue for the 7th Canadian Quality Congress organized by the Canadian Society for Quality. I am pleased to extend my warmest welcome to everyone attending this congress taking place at the University of Alberta campus.

The theme of “Managing Change through Quality Leadership” offers delegates who are gathering from more than 15 countries around the world a very impressive agenda.

From quality improvement in healthcare to quality in education systems, leadership challenges and the latest developments in modern management techniques, this congress will provide unsurpassed opportunities to expand knowledge for those seeking dialogue and debate for better quality of life for all citizens. I would like to thank the President, Dr. Madhav Sinha, and organizers of the Canadian Society for Quality for their hard work in organizing this year’s program that specifically includes quality improvement in education systems.

There will be much to learn and much to discuss. I trust you will find this experience engaging and enlightening and I hope the opportunity for international networking brings you friendship and collaborations from across the globe.

Yours sincerely,

David H. Turpin, CM, LLD, FRSC
President and Vice-Chancellor

Message from His Worship Mayor Don Iveson

On behalf of City Council and the people of Edmonton, Alberta’s Capital City, I welcome everyone to the 7th Canadian Quality Congress.

With four renowned keynote speakers from Canada and the United States, presenters from 15 countries and workshops in the health care and education fields, this congress promises to be a valuable opportunity for professional development and international networking.

I thank the Canadian Society for Quality, the organizers and sponsors who made this event possible. Their efforts contribute to Edmonton’s reputation as both a centre of research and learning and an exceptional event hosting city. For the delegates visiting Edmonton, I encourage you to experience the many attractions our city has to offer.

Best wishes for an inspiring and educational congress!

Yours truly,

Don Iveson
Keynotes and Speech Topics

MONDAY MORNING – KEYNOTE SPEAKER

Verna Yiu
VP, Quality and Chief Medical Officer, Alberta Health Services, Edmonton, Alberta, Canada
Topic: Humanizing Patient Experiences

Find out how the challenges were overcome in building a large-scale sustainable improvement culture in a provincial healthcare organization of the Province of Alberta, Canada through creation of a frontline-driven improvement culture, development of an integrated system of training, certification and implementation of quality tools and techniques.

MONDAY AFTERNOON – KEYNOTE SPEAKER

Jayne Pope
CEO, Hill Country Memorial Hospital, Fredericksburg, TX
Topic: Leading the Way for Healthcare

An amazing story, from building a culture to core competency and alignment to empowerment of the workforce, you will hear from the CEO of the Hill Country Memorial Hospital, what it takes to win the coveted 2014 American Baldrige Quality Award and be called a healthcare champion.

TUESDAY MORNING – KEYNOTE SPEAKER

Susan Muenter
Director of Human Resources, Pewaukee School District, Milwaukee, WI
Topic: Innovation and Transformation in Education System

Learn how the Pewaukee School District in Wisconsin, a 2013 American Baldrige Quality Award winner used a multi-step process to innovate and applied quality principles to improve leadership skills to students at a high school and transformed the education system.

TUESDAY AFTERNOON – KEYNOTE SPEAKER

Jack West
Noted author, consultant and International Lecturer; Woodlands, TX.
Topic: The New ISO 9001: Opportunities and Challenges

A timely discussion of the challenges that every organizations face in our changing world and how the new ISO 9001:2015 quality management standards provides the opportunities to address those issues.

WELCOME TO EDMONTON, CANADA

Dear Friends,

It is my great pleasure to welcome everyone to the 7th Canadian Quality Congress in the city of Edmonton, in Alberta Province, Canada.

We are very proud and honored to have amongst us delegates who have travelled far and wide from all corners of the world and locally from great distances making this event a truly international Canadian event.

You will hear many excellent speakers at this congress and get fresh perspectives from each of them on a number of latest topics in the field of innovation and total quality management. The bottom line: Why quality matters and why we need continuous improvement in everything that we do.

On behalf of all my executive committee and board members of the Canadian Society for Quality, once again, it is a great pleasure and distinct honour to welcome you all.

We look forward to your continued support in the future.

Welcome to Edmonton. Enjoy your visit!

Cordially,

Dr. Madhav Sinha
President
Canadian Society for Quality
Technical Program
7th Canadian Quality Congress of the Canadian Society for Quality (CSQ)
Theme: Managing Change through Quality Leadership - University of Alberta, Edmonton, Canada, September 28-29, 2015

September 28, 2015, Monday

07:00 – 08:00 AM Continental Breakfast - Maple Leaf Room Area / Registration Open All Day
08:00 – 08:30 AM Grand Opening of the 7th Congress, Master of Ceremonies, Welcome Remarks from Dr. Madhav Sinha, President of CSQ, Invited Guests and Dignitaries
08:30 – 09:15 AM Monday Morning Keynote Speaker, Dr. Verna Yiu, Vice President, Quality and Chief Medical Officer, Alberta Health Services, Edmonton, Alberta, Canada. Topic: Humanizing Patient Experiences
09:15 – 09:45 CEO Discussion Panel: Quality and Innovation in Healthcare: Canadian Solutions
09:45 – 10:00 AM Morning Coffee Break
10:00 – 12:00 PM Parallel Concurrent Sessions (40 min. each) in Maple Leaf Room, Prairie Room and Glacier Room

MAPLE LEAF ROOM – MONDAY MORNING
10:00 AM – 10:40 AM – ED01- Empirical Study on Quality Management for Product-Service Systems. Florian Pasch, Technische Universität, Berlin, Germany; Christoffer Rybski, and Roland Jochem; Fraunhofer Institut für Produktionsanlagen und Konstruktionstechnik (IPK), Germany
10:40 AM – 11:20 AM - ED04- Use of Affinity Diagram in Organizational Restructuring, Jakob Koziel, Claudine Champion, Bob Brown, and Shireen Suroid; Information, Evaluation and Professional Practice, Addiction and Mental Health, Alberta Health Services, Edmonton, Alberta, Canada
11:20 AM – 12:00 PM - ED07- How Can Canada Take Back Manufacturing? Nigel Southway, Nexus Consulting, Oakville, Ontario, Canada
12:00 – 1:00 PM - Lunch Break

PRAIRIE ROOM – MONDAY MORNING
10:00 AM – 10:40 AM – ED02- Laying the Foundation for Success: A Patient Approach to System Issues, James Simon, Senior Process Improvement Advisor, and Mishaela Houle, Executive Director, Cardiac Sciences, Alberta Health Services, Edmonton, Alberta, Canada
10:40 AM – 11:20 AM – ED05- Effectiveness of QFD in a Municipal Administration Process, Narda Beatriz Ocampo Jiménez, and Baeza Serrato Roberto, Research Professor, Department of Multidisciplinary Studies, University of Guanajuato, México.
11:20 AM – 12:00 PM - ED08- Supporting SMEs Growth through Innovation and Technology, George Bacioiu, Industrial Technology Advisor, NRC-IRAP, Government of Canada, Advanced Technology Centre, Edmonton, Alberta, Canada
12:00 – 1:00 PM - Lunch Break

GLACIER ROOM – MONDAY MORNING
10:00 AM – 10:40 AM – ED03- Simulation as a Technique to Assess Quality and Process Issues, Megan Parrish, Lab Technologist (AHS), Gwen Clarke, Canadian Blood Services, Rhonda Shea, Simulation Consultant (AHS), Amanda VanSprosen, Prof. University of Alberta; and Christina Wong, Lab Technologist, Unkiv of Alberta, Edmonton, Canada
10:40 AM – 11:20 AM – ED06- Measuring the Value, Impact and ROI in Healthcare Programs and Initiatives, Suzanne Schell, CEO, ROI Institute Canada, Ottawa, Ontario, Canada
12:00 – 1:00 PM - Lunch Break
12:00 – 1:00 PM  Lunch Break
1:00 – 2:00 PM  Monday Afternoon Keynote Speaker, Jayne Pope, CEO, Hill Country Memorial Hospital, Fredericksburg, TX. Topic: Leading the Way for Healthcare
2:00 – 4:30 PM  Parallel Contributory Sessions (40 min. each) in Maple Leaf Room, Prairie Room and Glacier Room
2:40 – 3:10 PM  Afternoon Coffee Break

MAPLE LEAF ROOM – MONDAY AFTERNOON

2:00 PM - 2:40 PM - ED 10- Ensuring Quality and Operational Excellence during Turnaround, Alex Boussetta, Executive Consultant in Operational Excellence, Abacus Team Inc; Waterloo, Ontario, Canada
2:40 PM - 3:10PM - COFFEE BREAK
3:10 PM – 3:50 PM – ED13- Academic Development Beyond Black Belt, Barbara Savage, Senior Lecturer, Department of Operations and Systems Management, Portsmouth Business School, University of Portsmouth, Portsmouth, UK; and Sampath Sreevathsan, Lean Six Sigma Lead, Enterprise Group Business, Hewlett Packard, UK
3:50 PM- 4:30 PM – ED – 16 - Don’t Let Spec Limits Mislead You, Matt Savage, Product Manager, PQ Systems, Dayton, Ohio, USA
5.30 PM –9:30 PM - Gala Dinner & Award Function

PRAIRIE ROOM – MONDAY AFTERNOON

2:00 PM - 2:40 PM - ED 11- Assessment of Guidelines for Repeat Surgeries: A Case Study, Juliana Wozniak, Ian MacDonald and Matthew Benson, Department of Ophthalmology and Visual Sciences, University of Alberta, Edmonton, Alberta, Canada
2:40 PM - 3:10PM - COFFEE BREAK
3:50 PM- 4:30 PM – ED – 17 - Innovative Learning through Engaging Teams, Measuring Progress and Changing Culture, Tracy Wasylak, Senior Provincial Officer, Research Innovation & Analytics, Alberta Health Services, Calgary, Alberta, Canada
5.30 PM –9:30 PM - Gala Dinner & Award Function

GLACIER ROOM – MONDAY AFTERNOON

2:00 PM - 2:40 PM - ED 12- Effects of Student’s Study Time on Learning Outcome, Godson Tetteh, GIMPA Business School, Ghana
2:40 PM - 3:10PM - COFFEE BREAK
3:10 PM – 3:50 PM – ED15- Appreciative Inquiry: An Approach to Quality in the Classroom, Jennifer Bowerman, Professor, MacEwan University, Edmonton, Alberta, Canada
3:50 PM- 4:30 PM – ED – 18 - Improving Practice through Patient Education: A Case Study, Laura Mumme & Cyndie Koning, Knowledge Mobilization, Glenrose Rehabilitation Hospital, Edmonton, Michelle Wallace, Patient Care Manager Adult Brain Injury, Marcy Cwiklewich, Research Coordinator, and Mary Mark, Registered Nurse, Glenrose Rehabilitation Hospital, Alberta, Canada
5.30 PM –9:30 PM - Gala Dinner & Award Function
**September 29, 2015, Tuesday**

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<tr>
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<tbody>
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<td>Tuesday Morning Keynote Speaker, Susan Muenter, Director of Human Resources, Pewaukee School District, Milwaukee, WI; Topic: Innovation and Transformation in Education Systems</td>
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**MAPLE LEAF ROOM – TUESDAY MORNING**

- **10:00 AM – 10:40 AM – ED19** - Internal Customer Satisfaction Improvement with QFD Technique, Hatice Camgöz-Akdağ, Associate Professor, Istanbul Technical University, Department of Management Engineering, Istanbul, Turkey; Pınar İmer, Assistant Professor, Kadir Has University, Faculty of Economics, Istanbul, Turkey and Kebire Nazlı Ergin, Assistant to HRO/Translator at LC Waikiki, Istanbul, Turkey

- **10:40 AM – 11:20 AM – ED22** - Leadership for Change: A Proposed organizational Framework Development by Systems Thinking and Quality Tools, Seema Arif, Associate Professor, School of Social Sciences and Humanities, University of Management & Technology, Lahore, Pakistan

- **11:20 AM – 12:00 PM – ED25** - The impact of middle management commitment on improvement initiatives in public organisations, Abdullah Alhaqbani, PhD candidate, Debbie Reed, Principal Lecturer, Barbara Savage, Senior Lecturer, and Jana Ries, Senior Lecturer; Department of Operations and Systems Management, Portsmouth Business School, University of Portsmouth, Portsmouth, UK

**PRAIRIE ROOM – TUESDAY MORNING**

- **10:00 AM – 10:40 AM – ED20** - Building Teams for Quality and Safety, Dawn Hartfield, Medical Director Quality, Associate Professor, Faculty of Medicine and Dentistry, University of Alberta; Edmonton, Alberta, Canada

- **10:40 AM – 11:20 AM – ED23** - Organizational Structures of Quality Management in Manufacturing Companies: A Status-Quo Analysis, Roland Jochem, Professor of Quality Science, Berlin Institute of Technology (TU Berlin) Fraunhofer Institute for Production Systems and Design Technology, Germany; Falk Behmer, Researcher, and Henry Hanke, Student Assistant, Fraunhofer Institute for Production Systems and Design Technology (IPK), Technology, Berlin, Germany

- **11:20 AM – 12:00 PM – ED26** - Development and Testing of an Assessment Model of Consumer Satisfaction: The Case of Mexico, Odette Lobato-Calleros, Professor, Universidad Iberoamericana-Ciudad de México, and Karla Fabila-Rodríguez, Paulina Carrera, Rodrigo Carrera-Lobato, Universidad Iberoamericana-Ciudad de México, Mexico

**GLACIER ROOM – TUESDAY MORNING**

- **10:00 AM – 10:40 AM – ED21** - On Sustainable Development of Organizations, Jan Myszewski, Professor, Department of Quality Management, Kozminski University, Warsaw, Poland

- **10:40 AM – 11:20 AM – ED24** - Collaborative Care: A Competency-based IP simulation intervention for healthcare Professionals, Alyshah Kaba, Provincial Research Scientist, and Mirette Dubé, Simulation Consultant, Alberta Health Services, Calgary, Canada

- **11:20 AM – 12:00 PM – ED27** - The implementation of a hand hygiene quality improvement initiative, Rachel Flynn, PhD student, University of Alberta, Edmonton, Canada and Dawn Hartfield, Medical Director Quality, Edmonton Zone Integrated Quality Management, Alberta Health Services, Edmonton, Canada

**12:00 – 1:00 PM - Lunch Break**
12:00 – 1:00 PM  Lunch Break
1:00 – 2:00 PM  Tuesday Afternoon Keynote Speaker, Jack West, Noted author, consultant and ISO 9000 expert; Woodlands, TX; Topic: The New ISO 9001: Opportunities and Challenges
2:00 – 4:30 PM  Parallel Concurrent Sessions (40 min. each) in Maple Leaf Room, Prairie Room and Glacier Room
2:40 – 3:10 PM  Afternoon Coffee Break

MAPLE LEAF ROOM – TUESDAY AFTERNOON

2:00 PM – 2:40 PM – ED28 - Un-structuring for Better Health Care, Marlies van Dijk, Provincial Implementation Lead, Innovation, Quality and Healthcare Improvement, Alberta Health Services, Calgary, Alberta, Canada

2:40 PM – 3:10 PM – COFFEE BREAK

3:10 PM – 3:50 PM – ED31 - A Patient-centered, Collaborative and Community-based Model of Care, Meena Kalluri, Director, Sharon Bienert, Registered Respiratory Therapist; and Janice Richman-Eisenstat, Respirologist, University of Alberta, Edmonton, Canada

3:50 PM – 4:30 PM – ED34 - A QFD Approach to Improve the Sales Service, Hernández Gómez Patricia, and Baeza Serrato Roberto, Department of Multidisciplinary Studies, University of Guanajuato, Guanajuato, México

4:30 – 4:45 PM – CLOSING CEREMONIES – MAPLE LEAF ROOM

PRAIRIE ROOM – TUESDAY AFTERNOON

2:00 PM – 2:40 PM – ED29 - Innovation in Quality Learning: Teaching an Old Dog New Tricks, Sandra Young, Executive Director, Quality & Patient Safety Skills Development, Alberta Health Services, Calgary, Alberta, Canada

2:40 PM – 3:10 PM – COFFEE BREAK

3:10 PM – 3:50 PM – ED32 - Building Bridges: From Guidelines to Practice in Autism Diagnosis, Shawn Reynolds, Knowledge Mobilization Consultant, Erane McManus, Manager, Communication Disorder; Cyndie Koning, Knowledge Mobilization Specialist; Laura Mumme, Knowledge Mobilization Consultant; David Skakoon, and Elizabeth Kelly, Speech Language Pathologists - all from Glenrose Rehabilitation Hospital, Edmonton, Alberta, Canada

3:50 PM – 4:30 PM – ED35- Preventing Surgery Errors by implementing a Knowledge Management Solution, Daniela Robu, Director, Octavian Cismas, Consultant, and Jason Smith, Senior Consultant, Alberta Health Services, Calgary, Alberta, Canada

4:30 – 4:45 PM – CLOSING CEREMONIES – MAPLE LEAF ROOM

GLACIER ROOM – TUESDAY AFTERNOON

2:00 PM – 2:40 PM – ED30 – Quality Improvement through Knowledge Sharing, Laurel Taylor, Senior Provincial Director, Alberta Health Services, Edmonton, and Christine Jensen-Ross, Knowledge Management Consultant, Research Innovation and Analytics; Lethbridge, Alberta, Canada

2:40 PM – 3:10 PM – COFFEE BREAK

3:10 PM – 3:50 PM – ED33 - Customer Requirements at a Grocery Store: A QFD approach, Calderón Ávila Claudia, and Baeza Serrato Roberto Department of Multidisciplinary Studies, University of Guanajuato, Guanajuato, México

3:50 PM – 4:30 PM – ED36 - Distributed leadership and the effectiveness of public universities in Nigeria, David Kayode; Nurahimah Mohd Yusoff and Arsaythamby Veloo, Department of Educational Studies, School of Education and Modern Languages, Universiti Utara, Malaysia

4:30 – 4:45 PM – CLOSING CEREMONIES – MAPLE LEAF ROOM
POSTER PRESENTATIONS – September 28-29, 2015 - Monday & Tuesday

EDP01 - Culture Change with Innovative Learning: Appropriate Use of Antipsychotics, Mollie Cole, Manager of the Seniors Health Strategic Clinical Network, Alberta Health Services, Calgary, Alberta, Canada

EDP02 - Improving Hip and Knee Arthroplasty Care through an Innovative Learning Collaborative Approach, Sheila Kelly, Strategic Clinical Network Manager, Bone & Joint Health Strategic Clinical Network, Alberta Health Services, Calgary, Alberta, Canada

EDP03 - Stroke Action Plan: Collaborative Results of an Award-Winning Project, Agnes Joyce, Strategic Clinical Network Manager, Cardiovascular Health and Stroke Strategic Clinical Network, Alberta Health Services, Edmonton, Alberta, Canada

EDP04 - Fostering Quality Innovation in Complex Surgical Systems, Jeannette Lawrence, Lead, ERAS Alberta, Surgery Strategic Clinical Network, Alberta Health Services, Edmonton, Alberta, Canada

EDP05 - Cultivating Just Culture at Alberta Health Services, Laurel Taylor (Laurie), Senior Provincial Director, Sandra Young, Quality Patient Safety Education; Michael Sidra, Senior Project Manager, and Bruce MacLeod, Department of Emergency Medicine, Clinical Quality and Patient Safety, Alberta Health Services Medical Director - RAAPID South, Calgary, Alberta, Canada

EDP06 - A Flexible Standardization Approach to Improve Physician Handovers, Brenda Poole, Clinical Quality Consultant, Collins Barrow Centre, Carol Rowntree, Julie Schellenberg, Evan Lundall, and Gabrielle Ouellet, Alberta Health Services, Central Zone, Red Deer, Alberta, Canada


EDP08 - Evidence-based Standardization of Surgical Patient Pre-Operative Preparations, Kenny Davidson, Patient Care Manager, IOM Program, Alberta Health Services, Edmonton; Paule Poulin, Research Scientist, Alberta Health Services, Calgary, Kelly Chapman, Surgical Services, Foothills Medical Center, Calgary, Lea Austen, Clinical Assistant Professor, Department of Surgery, University of Calgary and Trevor Schuler,. Assistant Professor Surgery, Department of Surgery, University of Alberta, Urologist, Alberta Health Services, Edmonton, Alberta, Canada

EDP09 - Improving Process and Patient Satisfaction: A Case Study of the Use of a Life-saving Drug, Matthew W. Carroll, Co-Chair Child Health Quality Assurance, Improvement & Patient Safety (CHIPS) Collaborative and Assistant Professor, Department of Pediatrics, Faculty of Medicine & Dentistry, University of Alberta, Edmonton, Canada

EDP10 - Resident Handover – A Quality Improvement Initiative, Ashley Whidden, Respirology Fellow, University of Alberta, and Liam Rourke, Associate Professor, University of Alberta, Edmonton, Canada

POSTER TIME TABLE - September 28-29, 2015
Poster Discussion Time: 9:45 am - 10:00 am; 12:00 pm - 1:00 pm; 2:40 pm - 3:10 pm
Poster Display Time: 3 hours in the morning [10:00 am - 1:00 pm] or, 3 hours in the afternoon [1:00 pm - 4:00 pm]
Date: Monday, September 28, 2015 - Place: Wild Rose Room, Lister Center, University of Alberta campus, Edmonton
Time: 10:00 AM to 4:00 PM
Topic: Developing and Deploying Values and Strategy for Healthcare Excellence

Instructor: Emily Padula, Chief Strategy Officer
Hill Country Memorial Hospital, TX

Objectives: Integration of processes and improvements are keys to achieving the highest levels of performance. Find out from the healthcare quality champion at Hill Country Memorial Hospital, how they have leveraged integration and alignment to achieve and sustain results to be in the top 10% of the United States in the healthcare business. In this workshop, you will gain detail information and learn the tools necessary to assist your own organizational journey to excellence. Beginning with a brief overview of the Baldrige Quality Award program and the journey to excellence framework, the instructor will discuss how to find values with process for developing a strategy map and getting it done through action plans (OBIs and SBIs), and how to use tools to stay on track.

Emily Padula, RN, MHI, FACHE is Chief Strategy Officer at Hill Country Memorial (HCM) Healthcare in Fredericksburg, Texas. HCM has been a Truven 100 Top Hospital for the last four consecutive years and is one of two healthcare recipients of the 2014 Malcolm Baldrige National Quality Award. Emily has provided leadership in the Baldrige process and the quality department.

Date: Tuesday, September 29, 2015 - Place: Wild Rose Room, Lister Center, University of Alberta campus, Edmonton
Time: 10:00 AM to 4:00 PM

Instructor: John E. (Jack) West
Author, Consultant and International Lecturer

Objectives: Whether you have an established Quality Management System or are just getting started, this workshop will provide you with a comprehensive plan for managing change in their organization. This workshop is highly recommended for quality professionals, quality managers, and operations executives.

The participants will gain insight into the contents and intent of the new edition of ISO 9001 scheduled for publication in 2015. The instructor has extensive experience in the field and responsibility for developing and deploying ISO 9001 compliant quality management systems in the USA and around the world. The participants of this course will learn what to anticipate in the 2015 edition of ISO 9001 and what tweaks and changes may be required to ensure conformity. There will be ample opportunity to ask questions of our experts which may facilitate efficient and effective transition to ISO 9001 when it is published.
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 – 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 Emerald Publishers Best Paper Award and the Highly Commendable Award were established since the first inaugural Congress held in 2009 to identify the most outstanding research papers presented at each of the annual Congress. Since 2013, the award has been named after Dr. Madhav Sinha, the founding President of the CSQ.

Join us and meet the authors of this year’s best papers on Monday, September 28, during the Awards Ceremonies.

8th CANADIAN QUALITY CONGRESS SEE YOU IN MONTREAL, QUEBEC, CANADA SEPTEMBER 2016

COME TO THE BANQUET
Get set for entertainment and music
**Monday, September 28, 2015**

Wild Rose Room, Lister Center, University campus

- Reception: 5:30 PM – 6:30 PM
- Dinner, 6:30 PM – 7:30 PM
- Award Presentations: 7:30 PM – 7:45 PM
- Guest Speaker: 7:45PM – 8:00 PM
- Music and entertainment: 8:00 PM – 9:00 PM
COME TO THE BANQUET
Get set for entertainment and music

Monday, September 28, 2015
2:00 PM – 3:00 PM [Location TBA]

NETWORK OPPORTUNITIES
Meet with top quality professionals from around the world in manufacturing, service, healthcare, government and educational fields throughout the conference during reception hours, lunches and coffee breaks, and at conference banquet.
Make business connections. Visit exhibit booths; Be sure to take advantage of this opportunity to network.

CALL FOR PAPERS
Deadline: January 31st, 2016
The 8th Canadian Quality Congress is seeking papers. Please submit your proposals by January 31st, 2016 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, supply chain, utilities, dot com industries, and non-profit organizations. Submissions will be reviewed by an international panel of the experts in our technical committee for their relevance, demonstrated application, and technical content.

CALL FOR SPONSORS AND EXHIBITORS
The 8th Canadian Quality Congress needs sponsors, partners and exhibitors. Please contact the Canadian Society for Quality at: CSQ@shaw.ca

Canadian Society for Quality – Board Meetings Advisory Committee
(by invitation only)
Monday, September 28, 2015 – 2:00 pm – 3:00 pm [Location TBA]
Tuesday, September 29, 2015, 2:00 pm -3:00 pm [Location TBA]

THANK YOU !!!

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