



# Hitting the Target but Missing the Point? Performance Measurement in the Public Service

**Wednesday, November 15, 2006**

**8:30 a.m. – 10:15 a.m.**

Metro-Central YMCA, 20 Grosvenor St., Toronto, Auditorium, 2nd Floor

(Light Breakfast)

**Guest Speakers:**

*Jim McCarter, Auditor General of Ontario*

*Mark MacDonald, Ph.D., Executive Director KPMG Government Practice world-wide*

*Brian Marson, Chief Information Officer Branch, Treasury Board of Canada*

**Moderator:** *Paul Thomas, Duff Roblin Professor of Government, University of Manitoba*

Key issues highlighted in the recent IPAC survey of Deputy Ministers include:

- Improved accountability and transparency, and
- Performance and results management, measurement and reporting.

Can performance measurement really help us achieve accountability and ensure public needs are addressed?

Explore opportunities and challenges in a provocative and informative “fireside chat” with this panel of professionals deeply involved with accountability, performance measurement and performance management.

**Jim McCarter** as Auditor General of Ontario is responsible for ensuring that the accountability systems are working in ministries and agencies operating with public money.

**Mark MacDonald** has worked with IPAC and public agencies across the continent in developing workable performance management systems.

**Brian Marson** designed the federal government’s Service Improvement Policy and co-founded the Institute for Citizen Centred Service.

**Professor Paul Thomas** is a frequent contributor to committees and commissions at all three orders of government and to IPAC on the topics of governance, performance management and the culture of accountability in the public sector.

**To Register:**

**Prepayment required by cheque or Visa/Amex/Mastercard**

**Mail registrations to:**

IPAC Toronto Regional Group  
 c/o Kit Chapman  
 123 Scadding Avenue, Ste 803  
 Toronto, Ontario M5A 4J3

*Or*

**Fax to:** (416) 363-5612

**For further information**

please contact:  
 Kit Chapman at 416-363-6509 x1  
 email: [ipac-trg@sympatico.ca](mailto:ipac-trg@sympatico.ca)

Visit the IPAC TRG website at:  
[www.ipac.ca/toronto](http://www.ipac.ca/toronto)

**Fax to: (416) 363-5612** (No faxes after 9:30 p.m. please. A cover sheet is unnecessary)

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Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

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Cheque Enclosed **OR** VISA/AMEX/MASTERCARD # \_\_\_\_\_ Expiry Date: \_\_\_\_\_

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IPAC Member \$25

Students & Interns \$15

Non-Member \$35

\*No refunds for cancellations after November 8, 2006.  
 Registrations will be confirmed to the email address on the form

Faxed registrations constitute commitment to pay the registration fee in full.