

Overcoming Challenges to Quality: Exceeding Expectations



The 2008 Ottawa Public Sector Quality Fair and Professional Learning Day

February 6th and 7th, 2008

The Government Conference Centre, Rideau Street & Colonel By Drive

Program

For Registration information and registering, please go to our website: www.ottawapsqf.ca

Ottawa Public Sector Quality Fair – February 7th, 2008

Time	Topic / Presenter(s)	
8:00am	<i>Registration / Continental Breakfast / Trade Show Networking</i>	
9:00	Welcome from CPSQA and NQI Tristan Hovey , Chair CPSQA & Don Wilson , Executive Director – NCR, NQI	
9:15	Larry O'Brien , Mayor of Ottawa	
9:30	Angela Coke , Assistant Deputy Minister, Ontario Ministry of Government Services	
9:45	Alain Bastarache , CEO, Canadian Forces Housing Agency, Department of National Defence	
10:00	<i>Health Break / Networking/ Trade Fair</i>	
10:30	Janet Sear , Ass't Director, Response Management, Enterprise Statistics Div., Statistics Canada 2007 Canada Award for Excellence, Order of Excellence Award - Healthy Workplace® Winner	
11:00	Mary Barr , Manager, Specialized Services, Outreach and Partnership Canada-Ontario Business Centre 2007 Canada Award for Excellence, Silver Award – Quality Winner	
11:30	Eugene Fibuch , M.D., Professor and Chairman, Department of Anesthesiology University of Missouri - Kansas City - School of Medicine Saint Luke's Hospital 2003 Malcolm Baldrige Award Winner	
12:00pm	<i>Lunch / Networking / Trade Fair</i>	
1:15	<i>Workshop 1</i>	<i>Workshop 2</i>
	"Business Transformation Boot Camp" Cheryl Baird , Canada Revenue Agency	"Measuring & Evaluating Quality Service to the Public" Vicki Morrison , Institute for Citizen-Centered Service
3:15	Reports back from Workshop Rapporteurs/Rapporteuses and Open Forum	
3:50	Attendees feedback and Close Don Wilson , NQI & Tristan Hovey , CPSQA	

Professional Learning Day – February 6th, 2008

Time	Navigating Quality	Exploring Quality
7:30am	<i>Registration / Continental Breakfast / Networking</i>	
8:30	Lean Enterprise Test Drive	ISO 9000 vs MAF vs NQI Excellence
10:00	<i>Health Break / Networking</i>	
10:30	Lean Enterprise - continued	Integration of Quality & Healthy Workplace® for the Public Sector
12:00pm	<i>Buffet Lunch / Networking</i>	
1:00	Process Mapping	Managing the Development & Implementation of a Quality Improvement Program
2:30	<i>Health Break / Networking</i>	
3:00	Process Mapping - continued	Managing a QIP - continued
4:30 (approx)	Close	

For information concerning Supporters and other information related to the Ottawa Public Sector Quality Fair 2008 and our Professional Learning Day, please visit our website at: www.ottawapsqf.ca



Canadian Public Sector Quality Association
Association canadienne de la qualité dans le secteur public



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 February 6th and 7th, 2008
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Registration Form

Register online at: www.ottawapsqf.ca or mail the completed form to the address below.

REGISTRATION FEES (Pre-Registration until 5:00pm January 31, 2008. Advance registration recommended and pre-registration payments must to be made before February 1, 2008 or full fees will be required).

REGISTRANT / SUPPORTER / PARTNER INFORMATION:

Name 1: _____ ; Title: _____
 Name 2: _____ ; Title: _____
 Name 3: _____ ; Title: _____
 Name 4: _____ ; Title: _____
 Name 5: _____ ; Title: _____
 Organization: _____ ; Date _____
 Telephone No.: (____) ____ - ____ ; mail: _____

EVENT OPTIONS	Pre-Registration	Full Registration	No. of Registrants	Amount Fee x No. Reg'ts
Learning Day (February 6 th)	\$ 175.00	\$ 200.00		\$
Quality Fair (February 7 th)	\$ 100.00	\$ 120.00		\$
Learning Day + Quality Fair	\$ 250.00	\$ 300.00		\$
Group Rate (5 people)	Learning Day only	\$ 700.00	\$ 800.00	\$
	Quality Fair only	\$ 400.00	\$ 480.00	\$
	Learning Day + Fair	\$1,000.00	\$1,200.00	\$
Gold Supporter		\$3,000.00		\$
Silver Supporter		\$1,500.00		\$
Bronze Supporter		\$500.00		\$
			Sub-total	\$
	GST #13672 5413 RT0001		GST – 5%	\$
			TOTAL	\$

SESSION SELECTION (For multiple registrants please include a session selection for each registrant on a separate sheet)

Professional Learning Day – February 6 th		Navigating Quality	Exploring Quality
	AM	<input type="checkbox"/> Lean Enterprise Test Drive	<input type="checkbox"/> (1) ISO 9000 / MAF / NQI Excellence & (2) Integration of Quality & Healthy Workplace® for the Public Sector
	PM	<input type="checkbox"/> Process Mapping	<input type="checkbox"/> Managing the Development & Implementation of a Quality Improvement Program
Quality Fair – February 7th		<input type="checkbox"/> Workshop 1 – Business Transformation Boot Camp	<input type="checkbox"/> Workshop 2 – Measuring & Evaluating Quality Service to the Public

PAYMENT OPTIONS: MasterCard American Express Visa Cheque Please send invoice

Credit Card No: _____ Expiry Date: _____ / _____

Name on Card: _____ Signature: _____

Make cheque payable to: "Ottawa Public Sector Quality Fair" and mail to: 43 Fourth Avenue, Ottawa, ON K1S 2L1

Register online at: www.ottawapsqf.ca or scan and email the completed form to: registrar@ottawapsqf.ca



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