

ASQ Canada Conference 2017
September 25 & 26, 2017
Canada War Museum, Ottawa, Ontario, Canada
*A Confederation of Quality Professionals Working
 Toward an Inclusive and Sustainable Canada*

Program Schedule

Monday, September 25, 2017

Atelier B, Canadian War Museum

Time	Activity/ Speaker & Presentation
8:00 am - 9:00 am	Conference Registration
9:30 am - 3:00 pm	Certification Exams

Atelier C & D, Canadian War Museum

Time	Activity / Speaker & Presentation
9:00 am - 12:00 pm	Denis Devos / Pre Conference Workshop: ISO 9001:2015 and Risk-Based Thinking
12:00 pm - 1:00 pm	Lunch Break
1:00 pm - 2:00 pm	Scott Armstrong/Business Process Management for Digital Transformation and Quality Management
2:00 pm - 5:00 pm	Jean-Marc Legentil and Marc-Olivier Legentil/ Pre Conference Workshop: Toyota Kata Workshop
All Day	Exhibitors Goal QPC – The Memory Joggers NQA

Lebreton Gallery, Canadian War Museum

5:00 pm - 5:45 pm	Networking
5:45 pm - 6:00 pm	Lionel Drouin / Traditional Welcome

6:00 pm - 7:00 pm	Opening and Networking Dinner/ASQ Canada Regional Leaders
7:00 pm - 8:00 pm	Dawn Ringrose / First Global Assessment on the Current State of Organizational Excellence
8:00 pm - 9:00 pm	Dan Corbett / Reflections on the Future of Quality
9:00 pm - 10:00 pm	Networking
All Evening	Exhibitors: Canadian Public Sector Excellence Network Society for Reliability Engineers Quality Management Division Statistics Division BSI Canada ASQ Canada Region SAI Group Design Plex

Tuesday, September 26, 2017:

Barney Danson Theatre, Canadian War Museum

Time	Activity
8:00 am - 9:00 am	Art Daniels / Putting Citizens First: Achieving Customer Focus and Lean Government
9:30 am - 10:30 am	Fabrice Bouchereau / Kaizen Kanban
11:00 am - 12:00 pm	Jean Paul Gladu / Sustainable Aboriginal Business
12:00 pm - 1:30pm	Lunch Break
12:45pm -1:30pm	Pierre Dovalo, BSI/ ISO 9001:2015: How your Transition Audit will be Different and How to Prepare
1:30pm - 2:30 pm	Dr. Robin Mann / Benchmarking for Innovation * remote session
3:00 – 4:00 pm	Dr. Michael Mladjenovic / How to increase Creativity and Innovative Capacity
4:30 – 5:00 pm	Dawn Ringrose/ Big Idea Cafe
5:00 - 5:15 pm	Lionel Drouin / Traditional Closing
All Day	Exhibitors BSI Close Reach – Distributor of Qualiware

Atelier C & D, Canadian War Museum

8:00 am– 9:00 am	Gary Cokins / Analytics-Based Enterprise Performance Management
9:30 am - 10:30 am	Dr. Craig Dowden/ Civility Matters
11:00 am - 12:00 pm	William Pallett & Jose Bansil / Quality & Tourism: The Connection to Canada – A Hospitality Story
12:00 pm - 1:30 pm	Lunch Break
1:30 pm - 1:30 pm	Larry Côté / Lean Clinic
3:00 pm - 4:00 pm	Ron Higgins / Sustainable Community Development – A Teamwork Approach
4:30 pm - 5:00 pm	Martin Carignan / Will we meet the Budget! Statistical Thinking in Action. French Session
All Day	Exhibitors Goal QPC/ The Memory Jogger Integrated Technologies

Atelier B, Canadian War Museum

8:00 am - 9:00 am	Dr. Jay Kalra/ Quality Management in Healthcare: Assessment tools in Clinical Diagnostic Laboratories
9:30 am - 10:30 am	Shamir Doshi / Lean in the Biomedical Industry
11:00 am - 12:00 pm	Chaitanya Baliga / Business Excellence Through Integrated Quality Management Systems in Healthcare
12:00 am - 1:30 pm	Lunch Break
1:30. pm - 2:30 pm	Mary Lou MacDonald / The Business Case for Health and Wellness in the Workplace
3:00 pm - 4:00 pm	Lionel Drouin / Aboriginal Human Resources: Inclusion from an Inclusive Perspective
4:30 pm - 5:00 pm	Robert Griffin, Senior Vice President of CV Diagnostix Inc./ Quality and the Start- up Journey at CV Diagnostix
All Day	Exhibitor: Nessis

Riverview Salon, Canadian Museum of History

8:00 am - 9:00 am	Marg Latham/ organizational Quality Management from Innovative Idea to National Success
9:30 am - 10:30 pm	Zillay Nawab / Benchmarking in Canada
11:00 am - 12:00 pm	Susan D'Souza / Sustainability: A Leadership Perspective on Engaging Employees to Drive Sustainable Business
12:00 pm - 1:30 pm	Lunch Break
1:30 pm– 1:30 pm	Jean-Marc Legentil & Marc-Olivier Legentil / Kinno 360tm: A Process to Release Profitable Genius and Create Product and Service Ideas French Version
3:00 pm - 4:00 pm	Craig Szeleskowski/ Lean for Non- Traditional Work.
All Day	Exhibitors BSI

Douglas Cardinal Salon, Canadian Museum of History

8:00 am - 9:00 am	Jeannine Paul / Quality Practice to Address Environmental and Indigenous Issues
9:30 am - 10:30 am	Janick Brunet / The Client Experience: What is Your Secret? French Session
11:00 am - 12:00 pm	Zillay Nawab / Integrating Business Excellence Frameworks and ISO Management System Standards
12:00 am - 1:30 pm	Lunch Break
1:30 pm - 2: 30 pm	Michael Bournazian / Supplier Satisfaction.. An Oxymoron?
3:00 pm - 4:00 pm	Dr. David Tozer/ Certification Primer for Students and Young Professionals
All Day	Exhibitors: SAI Group