

ASQ Canada Conference Schedule  
September 25 and 26, 2017

September 25 – Day 1

Canadian War Museum			
	Atelier B	Atelier C&D	LeBreton Gallery
8:00am – 9:00pm	Registration		
9:00am – 12:00pm	Certification Exams	ISO 9001:2015 and Risk-Based Thinking <b>Denis Devos</b>	
12:00pm – 1:00pm		Lunch	
1:00pm – 2:00pm		Business Process Management for Digital Transformation and Quality Management <b>Scott Armstrong</b>	
2:00pm – 5:00pm		Toyota Kata <b>Jean-Marc Legentil</b> <b>Marc-Olivier Legentil</b>	
5:45pm – 6:00pm			Traditional Opening
6:00pm – 7:00pm			Welcome and Dinner
7:00pm – 8:00pm			First Global Assessment on the Current State of Organizational Excellence <b>Dawn Ringrose</b>
8:00pm – 9:00pm			Reflections on the Future of Quality <b>Dan Corbett</b>
9:00pm – 10:00pm			Networking

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September 26 - Day 2 \* **French Sessions in Yellow**

Canadian War Museum			Canadian Museum of History		
	Barney Danson Theatre	Atelier B	Atelier C&D	Riverview Salon	Douglas Cardinal Salon
<b>8:00am -9:00am</b>	Putting Citizens First: Achieving Customer Focus and Lean Government <b>Art Daniels</b>	Quality Management in Healthcare: Assessment Tools in Clinical Diagnostic Laboratories <b>Jay Kahlra</b>	Analytics – Enterprise Performance Management <b>Gary Cockins</b>	Organizational Quality Management from Innovative Idea to National Success <b>Marg Latham</b>	Quality Practice to Address Environmental and Indigenous Issues <b>Jeannine Paul</b>
<b>9:30am – 10:30am</b>	Kaizen Kanban <b>Fabrice Bouchereau</b>	Lean in the Biomedical Industry <b>Shamir Doshi</b>	Civility Matters <b>Craig Dowden</b>	Benchmarking in Canada <b>Zillay Nawab</b>	<b>The Client Experience: What is Your Secret?</b> <b>Janick Brunet</b>
<b>10:30am – 11:00am</b>			<b>Health Break</b>		
<b>11:00am – 12:00pm</b>	Sustainable Aboriginal Business <b>Jean-Pierre Gladu</b>	Business Excellence Through Integrated Quality Management Systems in Healthcare <b>Chaitanya Baliga</b>	Quality & Tourism – The Connection to Canada - A Hospitality Story <b>William Pallett</b> <b>José Bansil</b>	Sustainability: A Leadership Perspective on Engaging Employees to Drive Sustainable Business <b>Susan D’Souza</b>	Integrating Business Excellence Frameworks and ISO Management System Standards <b>Zillay Nawab</b>
<b>12:00pm – 1:30pm</b>			<b>Lunch</b>		
<b>12:45pm -1:30pm</b>	ISO 9001: 20015: How to Prepare for a Transition Audit <b>Pierre Dovala</b>				
<b>1:30pm – 2:30pm</b>	Benchmarking for Innovation <b>Dr. Robin Mann</b>	The Business Case for Health and Wellness in the Workplace <b>MaryLou MacDonald</b>	Lean Clinic <b>Larry Côté</b>	<b>Kinno 360tm: A Process to Release Profitable Genius and Create Product and Service Ideas</b> <b>Jean-Marc Legentil &amp; Marc-Olivier Legentil</b>	Supplier Satisfaction.. An Oxymoron? <b>Michael Bournazian</b>
<b>3:00pm – 4:00pm</b>	Building Your Personal Innovation Capability <b>Dr. Michael Mladjenovic</b>	Aboriginal Human Resources: Inclusion from an Inclusive Perspective <b>Lionel Drouin</b>	Sustainable Community Development – A Teamwork Approach <b>Ron Higgins</b>	Lean for Non-Traditional Work. <b>Craig Szeleskowski</b>	Certification Primer for Students and Young Professionals <b>David Tozer</b>
<b>4:30pm – 5:00pm</b>	Big Idea Café <b>Dawn Ringrose</b>	Quality and the Start- up Journey at CV Diagnostix <b>Bob Griffin</b>	<b>Will we meet the budget? – Statistical thinking in action</b> <b>Martin Carignan</b>		
<b>5:00pm – 5:15pm</b>	Traditional Closing <b>Lionel Drouin</b>				