

**IQN Minutes**  
February 6, 1997

Meeting held at TBS, 140 O'Connor Street, Ottawa

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1. Welcome

Chris Dodge provided the following updates on Treasury Board initiatives:

a) Progress Report on quality services. The progress report on quality services will be going before TB Ministers on Thursday 6 February. The report was signed.

b) Blue Pages Re-design Interdepartmental Working Group The first meeting of the Blue Pages Re-design Interdepartmental Working Group met on Friday, January 31, 1997 at the Government Conference Centre in Ottawa. Approximately 40 departmental representatives were in attendance. Jack Finley, Director, U.S. Centre for electronic Messaging Technologies presented an overview of the US success in re-designing the federal blue pages. A survey of blue pages users will be conducted the week of February 10th to determine public attitudes and experiences with the Canadian blue pages as they current are printed. Findings from this survey will be presented at the next meeting of the Interdepartmental Working Group in April. In the meantime, individual departments will attempt to determine the current costs associated with producing the blue pages.

c) New Treasury Board print Policy Secretary of TB sent a letter to all DM's about the new TBS print policy. All Secretariat publications are now posted as soon as they are released on the Government Enterprise Network (GENet) and on the Treasury Board Secretariat Internet site, and are available free of charge ([www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca)). The Secretariat's on-line sites are now the official source of Secretariat publications. TBS is phasing out other formats of distribution. As of April 1, 1997, Treasury Board Secretariat will no longer be selling its publications on CD-ROM, and production will cease with the January 1, 1997 release. In his memo, Secretary Harder encouraged deputies to provide their staff access to the Secretariat's publications through one or both of the on-line networks within the next three months. Another change taking place April 1, 1997 is that the Treasury Board Manual will cease to exist as a distinct publication. The contents of this 25 volume manual are now available on-line, thus they no longer need to be grouped under a single title and will no longer be produced in print

d) Assistant Deputy Minister's (ADM) committee on Quality services The next meeting of the Assistant Deputy Minister's (ADM) committee on Quality services is scheduled for Wednesday, February 26, 1997, from 2:30 p.m. to 4:30 p.m.

2. Guest Speakers

There were two guest speakers this month, Barbara Bova, Director, Trade-marks Branch, Canadian Intellectual Property Office (CIPO) and Dick de Jong, Manager, Alternative Service Delivery, Treasury Board Secretariat.

a) Quality Initiatives at the Trade-marks Branch - Barbara Bova and Brian Andrew Key messages:

- their trade-mark is "Quality if our Trade-mark"
- started their quality initiative in summer 1994
- started implementing small process improvement initiatives
- defined their definition of quality
- encouraged client and employee involvement by providing workshops, surveys, etc.
- followed a 5 step process improvement methodology
- collected statistics, published their quality rates in the TM Journal

- started to benchmark against other Trade-mark offices
- established extensive measurement mechanisms which included client rate of return, acknowledgments, trade-marks advertised in TM Journal, registration certificates, internal review of examiners' decisions, etc.
- client satisfaction was 68% in 1994 and by April 1996 is has risen to 83%
- some of their future directions include electronic filing, trade-mark application will be available on Internet, TM database on STRATEGIS, etc.
- final message... "what gets measured gets managed".

b) Alternative Service Delivery - Changing how Government does Business

- Dick de Jong Key messages:

- alternative service delivery summarized means "improve the quality of service we deliver to Canadians"
- re-think the best way to deliver a service by asking;
  - WHAT government does;
  - WHETHER it should continue;
  - and if so, HOW it can best be carried out.
- to ensure effective program and expenditure management
- government-wide priorities
- reallocation
- focus on performance
- business plans
- the six change strategies approved by Treasury Board in 1995 include:
  - focus on the client to deliver quality services
  - emphasize core programs and services that provide value for money
  - design flexible means of delivery and management of human resources
  - commercialize government enterprise to promote more business like operations
  - partner with other sectors to do what they do best
  - privatize government services where that makes sense

For more information on the Alternative Service Delivery Program, visit Treasury Board's web site <http://www.tbs-sct.gc.ca> to access the documents "Alternative Program Delivery Framework" or the "Employee Takeover Policy". For further info, contact Dick de Jong at (613) 957-0128 or e-mail [deJong.dick@tbs-sct.gc.ca](mailto:deJong.dick@tbs-sct.gc.ca)

FOR COPIES OF EITHER SLIDE PRESENTATION, CONTACT KIM GAGNON AT (613)952-6848.

### 3. Round Table

a) \*\*\*Reminder\*\*\* Natural Resources Canada will be offering Facilitation and Change Training in February. The details are:

- Intermediate Facilitation 18-20 February
- Facilitation for Managers 25-26 February
- Change Plus 4-5-6 March (this course is coping with change and using it creatively in work/personal life) in French
- Basic Facilitation - late February
- Intermediate and Advanced courses to be arranged if demand is sufficient

Costs are \$300 per participant, except the managers course is \$250, the Change Plus is \$550.

All courses will be conducted at the Learning Centre, 12th Floor, 580 Booth Street. For more details, contact Marian Roussin at the Excellence Office by e-mail [mroussin@nrcan.gc.ca](mailto:mroussin@nrcan.gc.ca) or telephone 996-6531. The courses will be delivered by RANA Process Technologies of Merrickville.

b) Rob Taylor and Jeremy Thorn are collaborating to develop a summary sketch of ISO 9000 activities in the public sector. They would like to know if your answer is "yes" to any of the following questions:

- Is your organization seeking ISO 9000 or ISO 14000 registration?
- If not, are you contemplating the use of these standards in the future?
- Are you considering the use of ISO 9004-2?
- If you do have plans, what is your overall timetable?
- What comments or suggestions about ISO 9000 and 14000 do you have?

Please respond directly to Jeremy Thorn by: e-mail [riqn@magi.com](mailto:riqn@magi.com) or fax (613) 798-4535 or telephone 730-1715

Findings from this research will be published on the IQN web site.

Responses from federal, provincial and municipal levels will be welcomed.

c) Eleanor Glor, Health Canada announced that they have initiated a "Continuous Quality Program".

d) Rick Balson, Agriculture Canada had two announcements:

- he will be attending an ASQC (part of Public Sector Network) meeting in the US this month
- they have launched their "quality response line" which consists of two 1-800 numbers to respond to all types of issues

e) José Aggrey, Revenue Canada announced that the Service Standard Development committee developed a "standardized methodology for full costing of Revenue Canada services". For more information contact Bill Millen (613) 957-7342.

#### 4. Regional Update

Jacques Bouchard, Montreal distributed copies of "Info Express" in English. You might remember, Jacques distributed the French version last month. The HRDC newsletter is available in both official languages. For copies, contact Kim at (613) 952-6848.

Rowly McPherson, Toronto, advised us that Insight Conferences will be offering a conference and workshop on "Delivering Superior Client Service in the Public Sector" on 25 & 26 March in Ottawa. For more information, contact Steve Arenburg at (416) 777-2020 ext. 162.

Frank Rogers, Vancouver identified that the time of the IQN meetings is a problem for them. The Programs Team will address this concern with the assistance of the survey results. This question was on the survey.

#### 5. Other Items

Next IQN meeting will be held on 6 March 1997. The guest speaker will be Steve Montague addressing Quality in Public Enterprise: Going beyond customer satisfaction.

Remember to visit the following web sites:

IQN - <http://fox.nstn.ca/~riqn/>

TBS - <http://www.tbs.sct.gc.ca>

The challenge continues - remember to bring a colleague to the next IQN meeting.

IQN Secretary, Brenda Dagg Monette, Canada Mortgage and Housing Corporation (613) 748-2886, fax (613) 748-2011, Internet: [quality@cmhc-schl.gc.ca](mailto:quality@cmhc-schl.gc.ca)

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Please e-mail <mailto:quality@cmhc-schl.gc.ca> your contribution, suggestions or comments on these minutes.

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Version française à suivre.

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Réseau interministériel de la qualité

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Interdepartmental Quality Network

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CPSQA website sponsored by Orion Canada Quality System Consultants -  
[www.orioncanada.com](http://www.orioncanada.com) [<http://www.orioncanada.com/>](http://www.orioncanada.com/)

"Helping public service organizations improve efficiency through  
improved quality since 1994"