



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

Canadian Public Sector Quality Association: Supporter of Quality and Excellence in the Public Sector

Presentation to the CPSQA B.C. Interior Chapter
by

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June 9, 2010

Outline

- ▶ What is CPSQA?
- ▶ CPSQA Services
- ▶ Quality – what is it?
- ▶ Quality Management – Benefits
- ▶ Quality Activities in our original Chapter
- ▶ Quality–related websites
- ▶ B.C. Interior Chapter Introduction
- ▶ Questions



Canadian Public Sector Quality Association

► History

- Evolved from the Treasury Board of Canada–sponsored Interdepartmental Quality Network, which served public servants Canada–wide;
- CPSQA formed in 1996, originally supporting federal public servants, essentially in the National Capital Region (NCR). TBS support ended;
- Broadened base to include provincial (Ontario) public servants in mid–2000’s;
- Added the municipal level in 2006 as planning began for the re–launch of the Ottawa Public Sector Quality Fair;
- Plans for expansion began in 2009 following enquiries from outside the NCR.

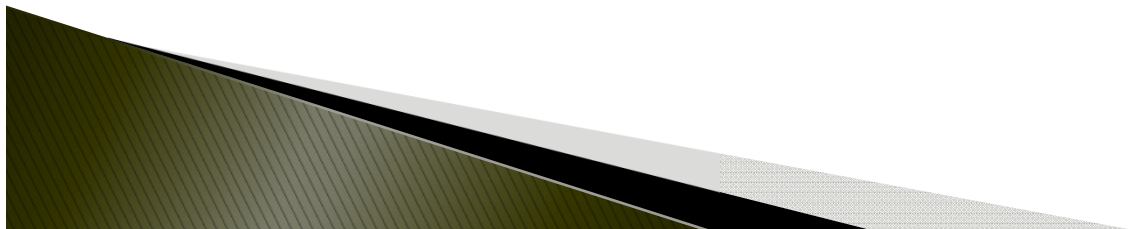
Canadian Public Sector Quality Association

▶ Vision

- Our vision is to be the leader in fostering quality management in the public sector.

▶ Mission

- Our mission in the public sector is to expand the public service community interested in organizational improvement.



Canadian Public Sector Quality Association

- ▶ Events – NCR
 - Networking meetings, either panels or presenters 4–6 times per year
 - Ottawa Public Sector Quality Fair, co-hosted with the National Quality Institute (NQI)
- ▶ Board of Directors
 - Public servants with a passion for improving the public sector
- ▶ Quality Partners – we have begun building a relationship with several organizations including:
 - IPAC – the Institute of Public Administration of Canada
 - ICCS – the Institute for Citizen-Centred Service
 - ASQ – American Society for Quality
 - PPX – Performance and Planning Exchange

CPSQA Services

- ▶ Member services in three pilot Chapters currently as follows:
 - National Capital Region – Ottawa/Gatineau – the original chapter;
 - B.C. Interior – centred in Kelowna; and
 - Kingston
- ▶ Website services including;
 - Membership online (no cost currently);
 - Meeting Registration online for individual Chapters;
 - Email promotion of events also possible drawing from lists maintained for each Chapter;
 - Member Resources area with;
 - Networking Meeting Presentations;
 - CPSQA Members Forum – that may be replaced by a blog;
 - Member-developed documents/reports, etc.;
 - Presentations from Ottawa Public Sector Quality Fairs (by weblink); and
 - Library;

Note: some other website services are under consideration including the addition of a Quality & workplace wellness tool kit.



Quality Management

- »» The following provides an introduction to Quality principles as the basis for the operation of CPSQA



What is Quality?

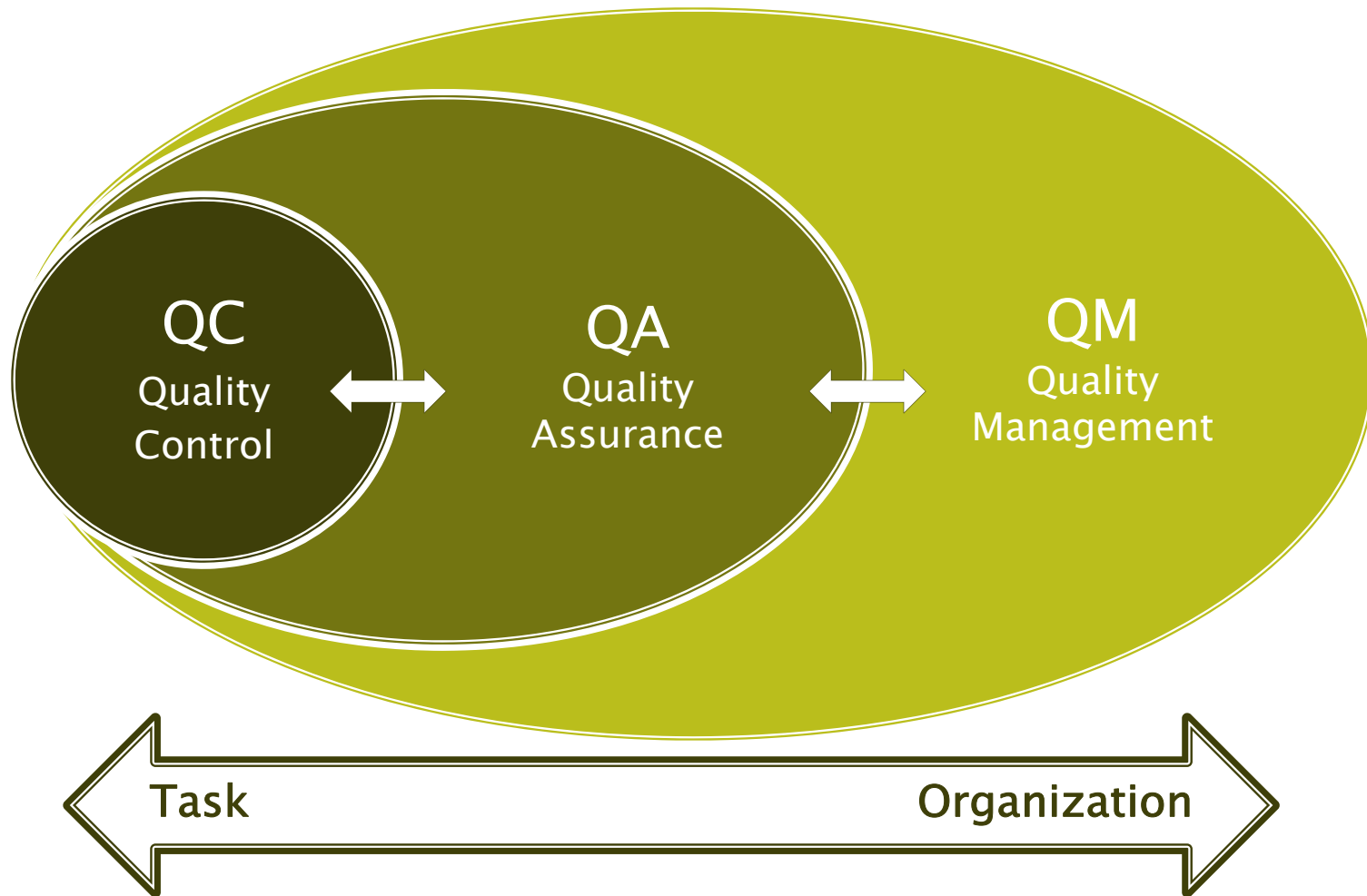
- ▶ A subjective term for which each person or sector has its own definition
- ▶ A product or service free of deficiencies
- ▶ According to Joseph Juran, quality means “fitness for use”
- ▶ According to Philip Crosby, it means “conformance to requirements”
- ▶ The totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs

Source: asq.org



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QC vs. QA vs. QM



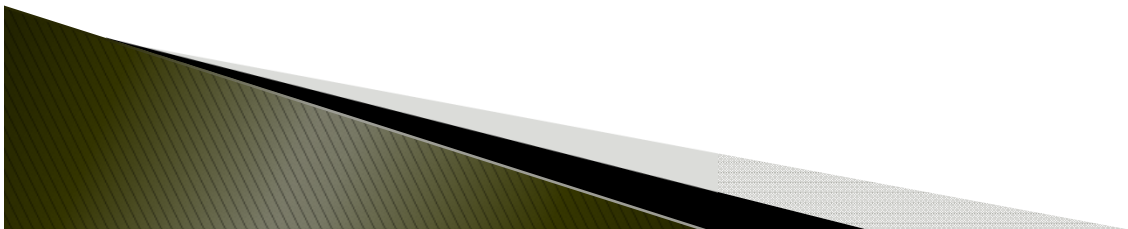
Quality Management – Beyond Process



Source: *The National Quality Institute (NQI)*

It is a funny thing about life; if you refuse to accept anything but the best, you very often get it.

W.S. Maugham

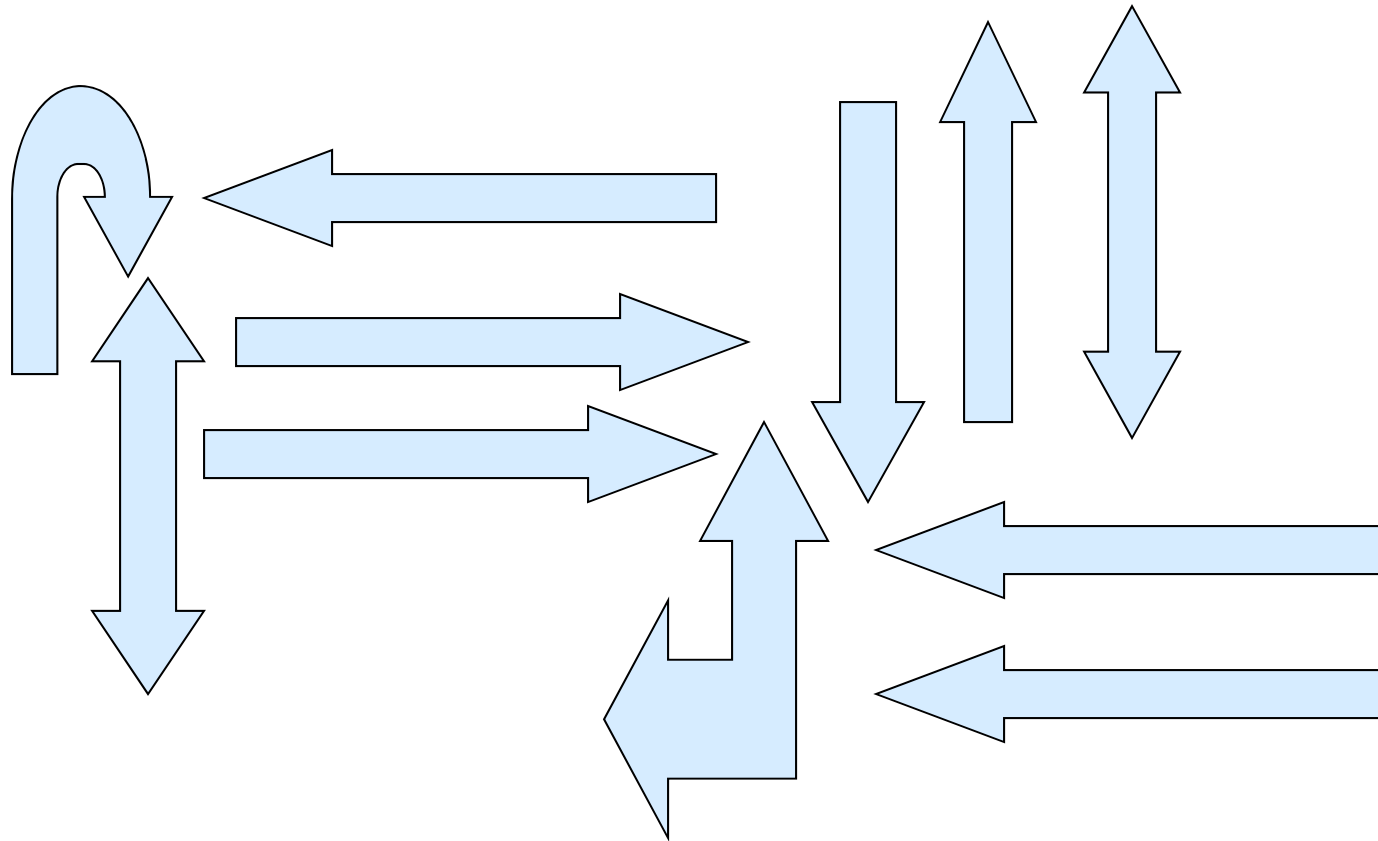


Comparing Quality Management Frameworks

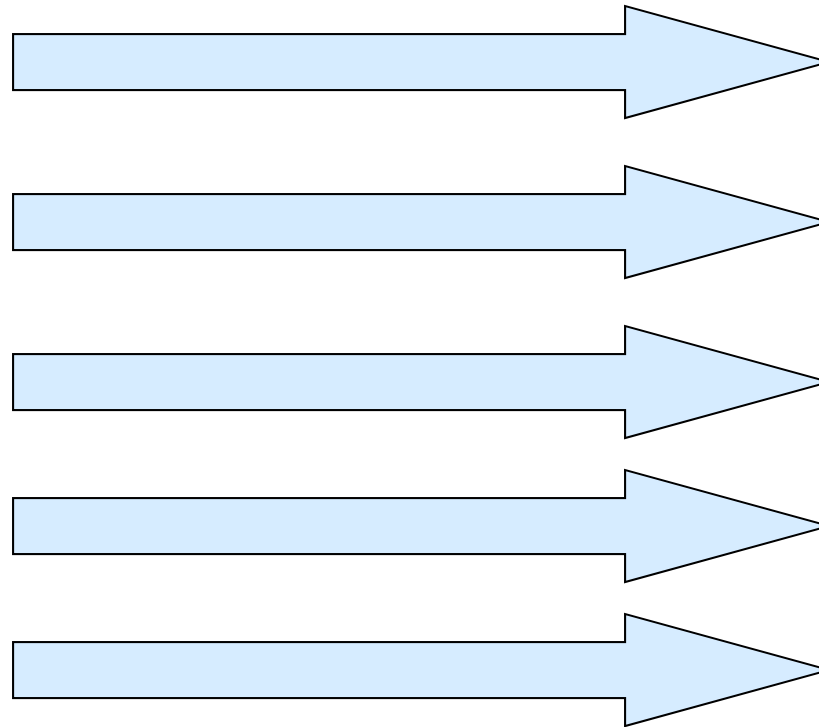
NQI Excellence Criteria	MAF (Federal)	ISO 9001: 2000
Leadership	Governance & Strategic Direction	Leadership
Planning	Policy & Programs	Quality Policy & Objectives
Process Management		Emphasis on System
Supplier & Partner Focus		
Citizen & Client Focus	Citizen Focused Service	Customer focus
People Management	People Management	People Involvement
4A1, 4A2	Pub Service Values	
Focus on Continuous Improvement	Learning, Innovation & Change Management	Focus on Continuous Improvement
3A6, 2E4	Risk Management	
Process Management	Stewardship	Resource management
3A2, 3A3	Accountability	
Organizational Performance	Results & Performance	Measurement, Analysis and Improvement

Sources: JFT Management Consulting and human.ca

Organizational Initiatives



Strategic Improvement Focus



Quality Management Benefits

- ▶ Provides short term benefits and long term sustainability
- ▶ Is basically an approach to enable good management that builds on what is in place
 - Any focus on improvement will be beneficial
 - Benefit will be greater with the guidance of a quality management framework
 - Ensures that the right bases are being covered
- ▶ Points to consider:
 - QM isn't expensive – it saves money
 - It isn't time-consuming – it saves time by reducing rework, unnecessary effort, ensuring alignment, etc.
 - It doesn't have to take a long time – it is a journey of continuous improvement with benefits enjoyed along the way



Quality Resources

- ▶ National Quality Institute (NQI)
 - Quality and Healthy Workplace® Excellence Frameworks, quality & Healthy Workplace® training, knowledge resources, certification, learning events
- ▶ American Society for Quality (ASQ)
 - Quality training, knowledge resources, individual certification and learning events



Quality Activities in the NCR

- ▶ Canadian Public Sector Quality Association (CPSQA)
 - Four – six meetings plus major event each year;
- ▶ National Quality Institute (NQI)
 - Four Member/Partner Network meetings plus major event each year;
 - Host of Annual *Canada Awards for Excellence* & NQI Performance Excellence Summit in October.
- ▶ CPSQA & NQI
 - Co-host *Ottawa Public Sector Quality Fair* in February each year with Quality Partners ASQ, IPAC, ICCS, PPX & others;
- ▶ American Society for Quality (ASQ)
 - Ottawa Valley Section meetings 4–6 per year.



Some Quality & Excellence Websites

- ▶ Canadian Public Sector Quality Association (CPSQA): www.cpsqa.ca
- ▶ National Quality Institute (NQI): www.nqi.ca
- ▶ Ottawa Public Sector Quality Fair: www.ottawapsqf.ca
- ▶ ASQ Ottawa Valley: www.asqottawa.ca
- ▶ American Society for Quality: www.asq.org

The B.C. Interior Chapter

»» Here is an outline of the plans for the Chapter from our Chapter Chair, Lori Angus



Vision

- ▶ Vision for the Interior Chapter – develop a valuable resource that meets the needs of those pursuing Quality initiatives in the region.

A Valuable Resource

- ▶ What would this resource look like? It could offer such things as:
 - Networking Opportunities;
 - Quality tool kit(s);
 - Professional development opportunities;
 - News, events and ideas; and
 - Links to other valuable resources.

Benefits

- ▶ The B.C. Interior Chapter of CPSQA is here for your benefit;
- ▶ We need you to tell us what will make it a valuable resource.



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Questions

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