



Rapporteur's Report

[Introduction by Jean Tourigny, CPSQA Co-Chair]

Louise Archer is a founding member of the Canadian Public Service Quality Association. She has been active with CPSQA since its beginning in the mid-90's. At that time, Louise worked with Natural Resources Canada as the Departmental Quality Management Advisor and lead facilitator.

Her role here today is as a Rapporteur. Louise will gather highlights of the presentations by our Opening Keynote speaker, our Panel and the six Professional Development sessions. She will prepare a report which will be available for you to reference on the OPSQF website.

The report will reflect the essential content and spirit of the OPSQF. For now, Louise will give you a brief recap of some of the highlights of what we heard today.