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BSI Canada is a leading provider of management systems in the Canadian marketplace. We partner with our clients to provide solutions based on their needs and requirements.

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ASQ Toronto SPRING SEMINAR 2010

"QUALITY IN A CHANGING WORLD"

A day of ninety minute workshops, with exercises,
on the 'hot topics' of Quality Management.
You pick your preference!

Opening Keynote by Jim Clemmer
Author of 'Growing @ the Speed of Change'



All attendees will
receive a copy of
Jim Clemmer's
new book
'Growing @ the Speed of
Change'

You are invited to attend the 2010 Toronto Spring Seminar
at the

Holiday Inn - Airport East, 600 Dixon Road, Toronto, ON.

Tuesday March 30th 2010

REGISTER ONLINE AT: www.onlineregistrations.ca/asq
or email jgrahamadvisor@asqtoronto.org

Conference Fee

Members: \$99.00 + GST = \$103.95

Non-Members: \$110 + GST = \$115.50

Payable in Advance by Registration Only

Earn 1 RU credit



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Sign-In 0700 - 0830

0830 - 1000 Jim Clemmer



Opening Keynote; Leading in Turbulent Times: Building Adaptive and Resilient Organizations; Everyone at all levels must be a leader. Drawing from his new book, *Growing @ the Speed of Change*, Jim will outline practical leadership steps that combine inspiration with action plans - something he calls "inspir-action." The tools of personal growth and development are applied so individuals and teams thrive in a culture of constant change. Jim delivers practical leadership presentations, workshops, and retreats, and consults to hundreds of major companies. Jim's seven international best-sellers have sold nearly 400,000 copies. www.JimClemmer.com

Coffee 1000 - 1015

1015 - 1145 Rob Harrison

Enhancing ISO 9000



Entropy; Entropy Software is a web-based solution that will boost the performance of your ISO 9001 management system. It allows you to control and report information to management, track key metrics and produce scorecards, run reports for all areas of the management system. Rob Harrison has a M.Sc. in Interfacing and Software Application. He is a member of the BSI Product Management Group and has developed and implemented the Entropy Software™ integrated management system. www.bsigroup.ca

1015 - 1145 Gary Wood

Personal Development



Speed Reading Your Client; How to present yourself at critical points in a client relationship. A simple tool that will help you quickly understand how the person you're dealing with thinks, acts and how they want you to work with them. Gary Wood is an Executive Coach who works with business leaders. Gary is the author of *52 Solutions for Those Who Need a 25 Hour Day*. www.gewood.com

1145 - 1230 Peter Merrill

Enhancing ISO 9000



People are the Essence; ISO 10018 contains techniques and guidance you can use to engage your people in the Quality Management System of your organization. It maps this guidance against the 9001 requirements. Peter Merrill is convener of the Working Group developing ISO 10018. He is a member of the Strategic Advisory Group of ISO 9000 and is author of "Do it Right the Second Time and 'Innovation Generation'". www.questmanagementsystems.com

1145 - 1230 Nora Camps

Personal Development



Your Personal Brand; Your Unique Proposition; You are much more than your name, your credentials and where you have worked. Have you identified your unique strengths and abilities in 140 characters and define the proposition that is you? Showcase your greatness! Here are 132 letters and spaces that describe Nora Camps: Marketing Communications/Brand Strategist, fine artist, story conveyor, frontierist and founder of DUO.CA. Please come ready with your 140 character description of you. www.duo.ca

Lunch 1230-1345

1345 - 1515 Joanne Vezina

Homecare and Healthcare



ISO in Community Health Care; ISO is not often thought of as the "accreditation of choice" in health care. Bayshore has found that the core principals of ISO have served it well in a varied range of service delivery models. This presentation will show successful modification of the "Plan-Do-Check-Act cycle" for key initiatives. Joanne Vezina is a Registered Nurse and is the Quality / Risk Program Manager for Bayshore Home Health. www.bayshore.ca

1345 - 1515 Marci Segal

Creativity and Innovation



Leverage and Language for Creative Thinking; You will hear what's new in creative thinking practices and the three basic fears that prevent people from contributing fully when asked for new ideas. You will learn how to engage and inspire people to work with their creativity day-to-day. Marci Segal, MS (Master of Science in Creative Studies) is Canada's first accredited Creativity Specialist, author, speaker, and consultant. She is the co-founder of World Creativity and Innovation Week April 15 - 21. www.creativityland.net

Refreshments 1515 - 1530

1530 - 1700 Susan Filax and Lia Cox

Homecare and Healthcare



Crew Resource Management (CRM): CRM Aviation Principles have enabled the Home Health Care Industry's safety record to take flight! You will learn how CRM is being applied in Home Health Care and will receive best-practice ideas. Susan Filax, is Manager of Clinical Practice at Spectrum Health Care Lia Cox, Manager of Program Support and Risk Management. www.spectrumhealthcare.com

1530 - 1700 David Potter

Creativity and Innovation



Strategic Positioning of New Product Innovation for Success; The Masters of Engineering Entrepreneurship and Innovation Program at McMaster University teaches graduate level students how to create a technology-based business. The process used by candidates to develop their product entry strategy will be described. Dr. Potter is one of the founding faculty members of the Masters of Engineering Entrepreneurship and Innovation program at McMaster University. He is Chair of the Conference Board's Innovation Council. www.mcmaster.ca