



DID YOU KNOW?

Recent research with small & medium size organizations across Canada revealed 32% of payroll was being spent on non-value adding activities (cost of quality) and that organizations using a strategic framework for managing quality can reduce this cost to 2%.

Leaders of high performance organizations apply quality principles and practices as their core strategy to achieve excellence. The National Quality Institute has developed quality and healthy workplace business models based on these principles and practices that provide a framework for organizations both large and small, in the private and public sectors.

NQI Advisors are available locally, and across Canada, to help your organization improve performance, use the models as an assessment tool, apply for a national award, or emulate the practices of award recipients. Advisors are certified by the National Quality Institute to provide training programs, assessment services, and implementation assistance to organizations on their excellence journey.

Training Programs

In-house and public sessions are available for the following courses:

- **Framework for Excellence** – one and two-day workshops on the scope and intent of the quality model and a practical method for implementation.
- **Quest for Quality** – two-day program that covers the quality model, process mapping, cost of quality, quality gaps, process metrics, displaying data, problems statements, fishbone diagram, and process map analysis.
- **Introduction to Process Mapping** – one-day workshop on the methodology to document the flow of a process from start to finish and a five-step roadmap for improving a process.
- **Healthy Workplace** – one and two-day workshops on the scope and intent of the healthy workplace model and a practical method for implementation.
- **All About Excellence** – Quality and Healthy Workplace – one-half day workshop that provides an introduction to the quality and healthy workplace models.

*Luck = labour under correct
knowledge – Unknown*

Assessment Services

Assessment services are available to organizations interested in conducting a self-assessment, attaining certification, or applying for a national award:

- **Baseline Review** – compare organizational practices to key criteria of the quality and healthy workplace models. The review provides leadership with a good sense of where to focus implementation efforts.
- **Progressive Excellence Program Assessment**– assess the organization against



the criteria at four levels of the quality or healthy workplace model, identify strengths and opportunities for improvement, apply for certification, and provide a detailed feedback report.

- **Progressive Excellence Program Verification** – one-day site review for organizations applying for certification (exception – level one which requires a documentation review only) to verify conformance with the criteria of the quality or healthy workplace model. Applicants receive a letter with regard to certification. Verification forms a base for the application to the **Canada Awards for Excellence** where successful applicants receive national recognition at Levels 3 and 4.
- **On-line Organizational Self-Assessment** – an electronic self-assessment tool that collects management and staff input on the extent to which the quality and/or healthy workplace criteria are in place throughout the organization. The results are summarized in a brief report and/or presented for discussion purposes.
- **Progressive Aboriginal Relations (PAR)** – in cooperation with the Canadian Council for Aboriginal Business, NQH conducts third party assessments for organizations implementing the PAR program. This program is designed to enhance an organizations' ability to increase Aboriginal participation in their operations and develop a solid business relationship with people of Aboriginal heritage.

Whatever is worth doing, is worth evaluating – Wynn and Guditus

Implementation Assistance

NQH Advisors provide consulting assistance to organizations implementing the quality and healthy workplace models. Most team members have consulted for 20 years or more and offer depth and breadth of experience across specific industry sectors and functional areas.

On each assignment, we follow a well-defined consulting process that ensures a positive outcome on all client engagements:

- Work closely with the client to identify issues that need to be addressed by the consulting team member(s).
- Prepare a written proposal that covers terms of the engagement including: goals and objectives, methodology, team member(s), relevant experience, timing, fees and expenses.
- Analyze issues by conducting primary and secondary research, drawing on knowledge and experience of professionals, and using state-of-the-art tools and techniques.
- Recommend solutions to the issues facing the organization using a practical and hands-on approach that contributes to ease of implementation.
- Remain available to actively assist and manage the implementation of recommendations.



National Quality Institute Advisory Services – Alberta

- Train management and staff so that knowledge remains within the organization.
- Work with clients to measure the return-on-investment for each engagement.

It isn't about what you find, it's about what you do about what you find -
Philip Crosby

Regularly Scheduled Sessions

NQH Advisors host regular sessions throughout Alberta for staff, management, and leaders across industry sectors.

- **Passport to Excellence** – complementary lunchtime sessions provided to participants. Aimed at creating awareness, educating, and encouraging dialogue about organizational excellence, these sessions feature presenters from across industry sectors. The sessions are offered at 28 videoconference locations throughout Alberta.
- **CEO Q-net** – limited to CEO and COO personnel, these quarterly sessions are offered in Edmonton and Calgary. Each session features a visiting CEO from a leading edge corporation that shares what it takes to lead a major corporation and provides insight into their personal leadership style and approaches that work for them.
- **Management Team Presentations** - if your management team would like to learn more about the quality and healthy workplace models, Advisors are available to visit your

place of business, provide a presentation, and answer questions.

The rung on the ladder was never meant to rest upon, but only to hold a man's foot long enough to enable him to put the other somewhat higher -
Thomas Huxley

DID YOU KNOW?

Global research with national quality associations in Canada, the United States, Europe, Asia, and Australia indicates that quality award recipients out-perform their industry counterparts 3:1 on average across key performance measures.

The object of top quality is to make use of the brain-power, creativity, and work experience of the entire workforce to create an unbeatable organization in its' marketplace.
- Johnny Mercer



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Dawn Ringrose is Principal of Dawn Ringrose & Associates Inc. She works with organizations across industry sectors to improve performance. Dawn is certified with NQH to work in both the quality and healthy workplace streams and as an assessor for the PAR program.

Academic credentials include NQH Certified Excellence Professional, Registered ISO 9000 Specialist, Assessor of Quality Systems, Fellow Certified Management Consultant (FCMC), Master of Business Administration, Bachelor of Science Specialization, and Certified Seminar Leader.

As a volunteer, Dawn has served as Director and Chair of the Quality Council of Alberta and currently serves as a member of the National Tourism Awards for Excellence Committee for the Tourism Industry Association of Canada and as a Public Member for the Certified Management Accountants of Alberta - Discipline Tribunal. In 2005, Dawn was recognized by the Quality Council of Alberta for her contribution to excellence in the province as the first recipient of the Quality and Excellence Builder Award.

(780) 434-1179

info@dawnringrose.com

www.dawnringrose.com



The Wren Group offers end-to-end organizational excellence solutions. Comprised of an exemplary team of associates and partners, the Wren Group is positioned to operate across a broad range of service lines and disciplines, covering all aspects of quality and excellence within any organization. The Wren Group offers the following core services:

Consulting – business excellence, quality and environmental systems, supply management, lean management, process mapping and documentation, statistical process control

Training Programs – Driving Organizational Excellence, Business Excellence, Quality Management and Tools, Manufacturing Techniques, Statistical Techniques

Software Products – with partner, Paradigm Software Corporation, provide business solutions for corrective and preventive actions, document control, action items from audits and meetings, risk and incident management, training records, and equipment maintenance.

Ron Higgins

(613) 884-9736

ron@wrengroup.ca

www.wrengroup.ca