



## CPSEN NCR Chapter Event, June 23<sup>rd</sup>, 2015

### ***“Introduction to ISO 9001:2015 – the international standard is changing”***

ISO 9001 is the international quality management system standard and its changing, with the new 2015 version scheduled to be introduced in September. Whether your organization is thinking about implementing ISO 9001, or are already certified, then you will be especially interested in the upcoming changes and what they mean to you. Join us for a special interactive mini workshop especially for CPSEN members, co-facilitated by an experienced practitioner and the public sector’s own registrar, CGSB. Here we will learn about ISO 9001 and its upcoming changes, including:

- What is ISO
- What is ISO 9001
- Upcoming changes in 2015
- Why implement ISO 9001
- Costs and benefits of implementation
- Steps to implement
- The registration process

**Begonia Lojk – Director, CGSB** will provide an introduction to the Canadian General Standards Board (CGSB), a department of Public Works and Government Services (PWGSC), which provides standards development and conformity assessment services, including programs for certification of products and services, and registration of quality, environmental and health & safety management systems. CGSB is accredited by the Standards Council of Canada, and is the registrar of choice for public sector organizations.

#### **Co-facilitator – Donald Fulton, Team Leader, Conformity Assessment Division, CGSB**

Donald Fulton joined CGSB in 2002 as the Team Leader in Certification Services, within the Conformity Assessment Division. He is the former Team Leader for Quality and Environmental Certification programs, as well acting Manager of Conformity Assessment. Current responsibilities include overall management of the certification and qualification programs for products and services. Donald is also a registered professional engineer in Ontario.

#### **Co-facilitator – Michael Hart, President and CEO of HUMAN**

Michael has over 30 years experience in Quality Management and Organizational Excellence. He is a member of the National Board of Directors for the Canadian Public Sector Excellence Network (CPSEN), and a senior member of the American Society for Quality (ASQ) with designations as a Certified Quality Engineer (CQE), Certified Quality Auditor (CQA), and Certified Manager of Quality/Organizational Excellence (CQMOE). Michael is also a Licensed Associate with Excellence Canada (formally NQI), administrator of the prestigious “Canada Award for Excellence”, and holds a Masters of Business Administration degree with a speciality in Quality Management from the University of Leicester in the UK.

**FREE Hot Breakfast Buffet (*donations welcome*)**

**Register Now!**  
*Click Here*

#### **Time and Location**

- Le Salon, National Arts Centre, 53 Elgin Street, Ottawa
- 8:30 to 11:45 am
- Space is limited. **Please register** by [clicking here](#) or through the [www.cpsen.ca](http://www.cpsen.ca) website.
- If you have any questions please contact Michael Hart at [mike@cpsen.ca](mailto:mike@cpsen.ca)

#### **Agenda**

- 8:30 Gathering & Networking – Join us for a FREE hot breakfast buffet – *donations welcome!*
- 9:00 Welcome, Introductions, CPSEN News and Announcements
- 9:15 Workshop Presentation: **“Introduction to ISO 9001:2015 – the international standard is changing”** by Donald Fulton and Michael Hart
- 11:30 - Adjournment/Feedback