



The 2nd Canadian Quality Congress

August 23-25, 2010

University of Toronto, Ontario, Canada

Call for Papers

Join Total Quality Research Foundation Canada and other fine organizations for The Second **Canadian Quality Congress in Toronto, Canada!** The Technical Program Committee is seeking papers on best practices and case study applications in all areas of total quality management and business excellence. *Quality and Competitiveness for Sustained Performance* is the theme of this year's Congress. It is a tremendous educational and networking opportunity for managers and professionals from all disciplines.

The draft paper submission deadline is **April 15th, 2010** and the final paper is due by **May 31, 2010**. Each manuscript should be sent by email to: TQRFcanada@shaw.ca

The Congress will be a gathering of world leaders in the quality management field. This includes top-notch research scholars and professionals from 25 countries worldwide, meeting for three days in Toronto, Ontario, Canada. Keynote speakers and topics include:

- **Sister Mary Jean Ryan**, (Excellence in Health Care)
- **Masaaki Imai** (Kaizen and Lean Management)
- **H. James Harrington** (Total Improvement Systems)
- **John E. (Jack) West** (Management Standards)
- **James Milway** (Innovation Gap and Public Policy)

Inaugural addresses will feature remarks from Dr. A. V(Val) Feigenbaum, Father of Total Quality Management and Dr. David Naylor, President of the University of Toronto. A Best Paper Award will be presented by Emerald Publishing Group of UK, the official Congress transaction publisher. Your favourite authors will be available to meet in a book autograph signing ceremony. The three-day conference will also have workshops and seminars presented by the world-renowned keynote speakers, a rare treat indeed! Please join us for this exciting event! For more information about the agenda and the Congress, please visit www.CanadianQualityCongress.com

[If you do not wish to receive any further e-mails about this Congress please send an **e-mail** with the subject line "CQC Remove" to Doreen.cqc@bell.net] [Jan 2010, Issue 1]