

SALON SUR LES  
MEILLEURES  
PRATIQUES D'AFFAIRES

# MPA



## THURSDAY, NOVEMBER 18, 2021

### PROGRAM FOR THE DAY

Organized by



Presented by



Diamond partners



Développement  
économique Canada  
pour les régions du Québec

Canada Economic  
Development  
for Québec Regions



## A WIDE RANGE OF TOPICS, A LARGE VIRTUAL EVENT

What an extraordinary year we have all been through! Our benchmarks have soared, and organizations have bravely adapted for months on end. Thanks to vaccination and health measures, the Quebec economy can now shift its focus and embrace all the challenges coming its way.

The Quebec Society for Quality is here to help you during this critical time. It regards the Salon MPA as a priority among all its services supporting organizational excellence.

While this year's event will again be virtual, there's no doubting the invaluable insights it has to offer. Judge for yourself on this overview of the topics covered:

- **Labour** management and retention
- Development of generic **skills**
- Adaptation to **change**
- Transition to **digital** and **4.0**
- Intelligent **risk** management
- Last but not least: **productivity** and **competitiveness**.

As you can see, the resources on offer have never been so relevant. There are plenty of ways to find inspiration, such as workshops, conferences, testimonials and the awards ceremony of the Prix performance Québec.

The Salon MPA offers an opportunity to discover what real teams in real organizations have accomplished in improving their ways of working. Close to 25 teams will share their recipes for success and answer your questions!

The Salon MPA was designed with those devoted to continuous improvement and innovation in mind, be they business leaders, specialists or students. This is a truly rare opportunity to **exchange ideas, learn about the successes** of Quebec companies and **explore new trends**.



**RESOURCING  
WHEN YOU  
NEED IT MOST!**

In French only

# Experiential Virtual Lab

Participate in a 60-minute expert-led simulation and acquire practical tools in the process!

- 🕒 9:15 a.m.
- 🕒 10:45 a.m.
- 🕒 1:45 p.m.
- 🕒 3:15 p.m.

Dynamic round tables, useful topics, and methods to test out. Participate in the virtual workshops to test new technologies.

You will be able to learn and use platforms and software to help you adapt to working from home, at multiple sites or a hybrid model.

## Learn how to:

- Map a process using Gliffy
- Involve your participants using Wooclap
- Get your data talking with Power BI
- Manage your risks with Pyx4 Risk
- Innovate with design thinking and the Nureva interactive wall
- Host a Kaizen event with Miro



Book your time slot from November 1! Places are limited.

# Success stories



Here are 23 teams who are looking forward to sharing their continuous improvement projects, tips and winning recipes!

🕒 All day from 9 a.m. to 4 p.m.

Throughout the year, real teams in real organizations have delivered projects that have greatly improved their processes. And they can't wait to use this virtual forum to share their insights with you! You can even ask them questions from your home or office!

## LEADERSHIP AND STRATEGY

ORGANIZATION	PROJECT
Aluminerie Alouette	Using the pandemic as a lever for continuous improvement
La Financière agricole du Québec	Adding value to your projects by integrating sustainable development
Orica Canada	Implementing a culture of continuous improvement
Ville de Lévis	Executing your strategic planning with Hoshin Kanri
Ville de Québec	Improving citizen satisfaction through public participation
Ville de Trois-Rivières	Defining performance indicators to achieve your strategic vision

## DIGITAL TRANSFORMATION

ORGANIZATION	PROJECT
EBI Electric	Augmented reality: connecting employees for better operational efficiency
Flexpipe	Using telepresence in manufacturing to monitor floor projects
Patates Dolbec	Improving quality control through artificial intelligence
Pomerleau	CorteX – The memory of our projects

## PROCESS OPTIMIZATION AND PERFORMANCE

ORGANIZATION	PROJECT
ABIPA Canada	Optimizing processes with 3D printing
AMISCO	Reducing errors to increase customer satisfaction
Fonderie Horne A Glencore Company	Optimizing the supply of refractory bricks for vessel maintenance
Fonderie Horne A Glencore Company	Reducing NCV downtime caused by dust movement
Garantie de construction résidentielle (GCR)	Improving risk management with the "Colonne Vertébrale" initiative: a technical classification tool
Abbott Laboratories	Improving the lactose process
Investissement Québec	Supporting the professional development of employees to contribute to Quebec's economic growth
Polar Pak	Creating a tighter seal on the new Tim Hortons coffee cup lid to prevent spills
Raymond Chabot Grant Thornton	Accounts payable: optimizing processes to better support teams
Société de l'assurance automobile – Vice-présidence à l'indemnisation des accidentés	Developing a customized and consistent support tool for compensation officers
STACA	Rikéko: How can we improve communication with our customers?

## HUMAN RESOURCES AND CULTURE

ORGANIZATION	PROJECT
CGI Sherbrooke	Turning a satisfaction survey into participatory engagement
Mongrain	How to make our staff more efficient with "Mon gain"?

In French only

# Training Capsules

Presented by the Fonds de solidarité FTQ

Seasoned instructors will present the teaching tools they use in the MQQ training program.



🕒 10 a.m. to 10:30 a.m.

## SIPOC DIAGRAM

The perfect tool for visualizing the scope and purpose of a process from 10,000 feet away.

Presented by **Marco Poutré**  
Quality Advisor  
Quebec Society for Quality



🕒 10:45 a.m. to 11:15 a.m.

## QFD – QUALITY FUNCTION DEPLOYMENT

Go beyond traditional tools and methods and make customer expectations the key driver of your entire organization!

Presented by **Sergio D'Amico**  
Quality Advisor  
Quebec Society for Quality



🕒 1:30 p.m. to 2 p.m.

## EXPRESS PROBLEM SOLVING

Are all structured problem-solving techniques the same? Not quite. Learn how to unpack each technique and discover its peculiarities!

Presented by **Marco Poutré**  
Quality Advisor  
Quebec Society for Quality

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# Meet the Expert

Presented by the Desjardins Group

🕒 9 a.m. to 9:45 a.m.

## OUT OF SIGHT, OUT OF MIND: THE ART OF CO-CREATING YOUR DREAM TEAM

### A dream team in 5 steps—working remotely or on site

Whether in face-to-face, virtual or hybrid mode, team management remains a question of trust. Join Annick Paradis and learn how to create your dream team!

Employee Experience Director at Logisco—one of the largest real estate groups in the Quebec City region—Ms. Paradis will share her wealth of experience and convince you that a “dream team” is much more than a buzzword. Creating a sustainable employee experience is key to any organization, yours included!

What exactly is a dream team? How do you recognize trust in a team? Learn how to build and develop your team and lay down the rules that will guide it toward excellence.

With autonomy and transparency, you'll end up with a terrific team that understands your goals and will support you in achieving them.

Conference hosted by **Annick Paradis**  
Employee Experience Director  
Logisco



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VIRTUEL



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## The Experts' Zone

### Expertise at your disposal!

🕒 All day from 9 a.m. to 4 p.m.

These specialists will guide you in your quest for information on best business practices. Meet the expert you are looking for!

- BlueKanGo
- Createch
- Simwell Consulting & Technologies Inc.
- Desjardins
- Humanperf Software
- Investissement Québec – CRIQ
- Maryse Audet
- Merkur
- Ministère de l'Économie et de l'Innovation
- Mouvement québécois de la qualité (Quebec Society for Quality)
- PME MTL
- Pyx4
- Tervene
- VKS
- Vooban
- Zentelia



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# Awards Ceremony of the Prix performance Québec

Discover the 2021 winners live!

🕒 12 noon to 1 p.m.

The government of Quebec and the Quebec Society for Quality invite you to the awards ceremony of the 2021 Prix performance Québec. These awards represent the highest distinction awarded by the Quebec government annually to private companies and public institutions that distinguish themselves by the quality of their management and their overall performance.

Inspired by the Deming Prize (Japan), the Malcolm Baldrige National Quality Award (United States), and the European Quality Award, the Prix performance Québec is Quebec's world-class business recognition system!

The ceremony will be livestreamed for the pleasure of all those committed to excellence.



PRIX PERFORMANCE

Q U É B E C

**Apply today for the 2022 edition of the  
Prix performance Québec**

The application process will help you:

- boost your organization's productivity and competitiveness
- provide your employees with a source of mobilization
- identify clear-cut paths toward improvement
- measure the changes and efforts that your organization has made
- develop a customized and complete assessment report

**Your organization could be among the winners!**

[Apply now!](#)



Québec 

In French only

# Leaders' Forum

Presented by Investissement Québec

🕒 2:30 p.m. to 3:45 p.m.

## TRANSFORMATION IN AN EMERGENCY

**Here are five companies that have undergone a rapid transformation or shift in strategy at a time of constant uncertainty.**

With the onset of a health crisis, these companies seized the opportunity to reinvent themselves to continue their growth. Each organization found their own way to cope with the disruption caused by the pandemic—by no means a small feat!

The Leaders' Forum welcomes five high-level passionate and inspiring business leaders and managers. Thanks to their creativity, determination and resilience, they have successfully navigated a business landscape full of highly complex and unusual challenges since March 2020.

The Mouvement invited these leaders to share their vision, the strategies and initiatives they implemented with their teams, as well as their game plan for maintaining growth.

They have a lot to talk about... The last few months have seen a range of challenges in various areas, including human resources management, upskilling, knowledge transfer, digital transformation, change management, productivity, customer relations and more!

By undergoing a transformation in an emergency, these companies had a fascinating experience that Pierre-Olivier Zappa will explore further during this year's Leaders' Forum.



**LAURENCE VINCENT**

President  
Prével



**LUC TREMBLAY**

Chief Executive Officer  
Société de transport de Montréal (STM)



**JULIEN GRANDOIT**

Vice President Operations Challenger  
Bombardier



**JEAN-PHILIPPE ROBERT**

President  
Quartz Co. and Want Les Essentiels



**CATRYN PINARD**

President and Chief Executive Officer  
Nationex



**Hosted by Pierre-Olivier Zappa**  
TV presenter and economic journalist, LCN and TVA

In French only

# Salon MPA Wrap-Up

## AWARDS CEREMONY AND TOP MOMENTS

🕒 Starting at 4:15 p.m.

**The perfect way to finish the day!**

Get together to celebrate the day's best moments and key insights.

See which improvement projects really made an impression.



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## GOLD PARTNERS



## SILVER PARTNERS



## BRONZE PARTNERS



## COPPER PARTNERS



## GOVERNMENT PARTNERS

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Ministère de l'Économie et de l'Innovation

The Quebec Society for Quality  
want to thank its governors for their  
support for the success of Quebec  
businesses!

## FOUNDING GOVERNORS

Bombardier

CGI Inc.

Hydro-Québec

Ministère de l'Économie  
et de l'Innovation

## GOVERNORS

Alcoa Canada

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GCM Consultants

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Desjardins Group

Société de transport de Laval

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