

A Message from the Ontario Federal Council

Federal departments and agencies in Ontario have a long history of high quality service. But we're not satisfied to simply rest on our laurels— our goal is continuous service improvement. Service improvement takes teamwork, communication, and collaboration, and that's what the federal councils are all about. It therefore makes perfect sense for the



Ontario Federal Council to be a strong supporter of the Service Improvement Initiative and a proud co-host of these SII learning events.

One of the Ontario Federal Council's three key priorities is modernizing and improving service delivery. In support of that priority, we're actively working on joint initiatives related to citizen-centred service and call centres. The SII learning events on these same topics will provide excellent opportunities to broaden the dialogue and lead to improved service in a fast-changing, multi-channel environment.

Don't miss this chance to discuss challenges, exchange ideas, and hear about the experiences of your colleagues.

A handwritten signature in black ink, appearing to read 'Julyan Reid'.

Julyan Reid
Chair, Ontario Federal Council

Service Improvement Initiative

Learning Events

November 1st, 2001
November 27th, 2001
Toronto



Government
of Canada

Gouvernement
du Canada

Canada

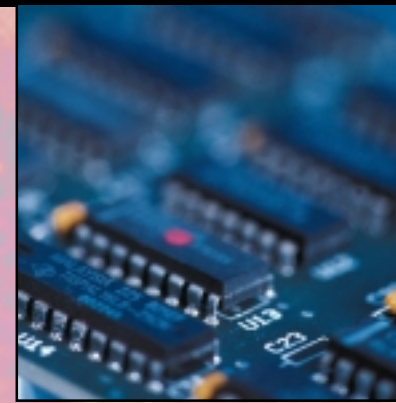
Themes

Citizen Expectations

The Government of Canada is the largest supplier of information and services in this country. As use of the Internet by Canadians is growing, so too are their expectations of easier, faster access to government services and a higher level of quality of service delivery - not only through the Internet, but also in person, by mail and over the telephone. Find out how client expectations are shaping the Government's service improvement policy framework.

Government's Response

Treasury Board has made a commitment that the Public Service will achieve an improvement of 10% in Canadians' satisfaction with the delivery of our key services by the year 2005. Those who interact with Canadians on a daily basis have the greatest impact on improving citizen satisfaction. Front line employees know what works and what doesn't work but they need tools to improve service, from their departments and central agencies. Find out how the focus on meeting citizen expectations will change the way you do your work.



Technologies for Transformation

New technologies have created opportunities for government to redesign services making it easier to exchange information. As the backbone for all service delivery channels, they help to ensure that we reach all Canadians today while laying the groundwork for improvements to access and service performance in the future. Find out about the importance of integrating service delivery channels between electronic and non-electronic means, and how transformation to e-government will go beyond merely digitizing service delivery.

Common Measurements Tools

The Common Measurements Tool (CMT) is a set of standard questions and measurement scales for surveying client satisfaction. It allows an organization to benchmark progress on its service improvement journey over time, and to compare results with other organizations within the same business line. Find out the five key elements in the CMT, and how to design a client satisfaction survey that meets your information requirements.



**A Message from
the Treasury Board Secretariat**

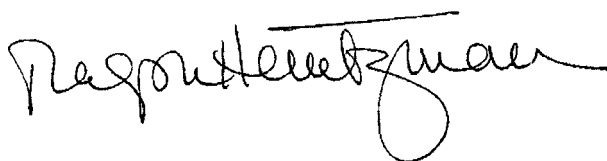
As you know, citizen-centred service delivery is one of the top priorities in the government's change agenda. Listening to Canadians, then focusing actions on their service needs and improvement priorities are the foundation of Canada's new service strategy.



The Service Improvement Initiative is based on this foundation. Think of it as a roadmap that will guide you in your journey to find out what your clients think, measuring their satisfaction, designing plans to improve satisfaction, and implementing the plans.

The exciting thing about this initiative is that it is not only federal government-wide but it complements similar initiatives being undertaken by some provinces and territories and is based on the same research, Citizens First 2000. Ontario is one of those provinces.

These learning events provide an exceptional opportunity to find out the latest thinking on improving service to Canadians and to equip you to develop and carry out your own service improvement plans.



Ralph Heintzman
Assistant Secretary
Service & Innovation

Registration Form

To register, visit www.tbs-sct.gc.ca/si-si/sii-ias/events/index_e.shtml or contact Parvin Chand by phone: (416) 590-8311, fax: (416) 590-8272, or e-mail: parvin.chand@pwgsc.gc.ca.

First Name: _____

Last Name: _____

Organization: _____

Title: _____

Telephone: () _____ Fax: () _____

E-Mail: _____

Special requirements (e.g. dietary): _____(please specify)


Please register for one of the following learning events:

- November 1st, 2001 • Toronto** (lunch is provided)
When: November 1st 9:00 a.m. – 3:30 p.m. (Registration at 8:30 a.m.)
Where: Estates of Sunnybrook, McLean House-The Conservatory
2075 Bayview Avenue, Toronto

At this event, senior managers will learn about the policy framework, the target and reporting requirements for service improvement, get an overview of the tools available to support implementation, including the Common Measurements Tool and some service improvement experiences.

- November 27th, 2001 • Toronto** (lunch is provided)
When: November 27th 9:00 a.m. – 3:30 p.m. (Registration at 8:30 a.m.)
Where: Ontario Heritage Foundation, The Gallery
8 Adelaide Street East, Toronto

The event will be of interest to those responsible for telephone service. It will cover the same topics as those described for November 1st with a focus on telephony. You will also learn about federal-provincial collaboration through the work of the telephone sub-committee of the Public Sector Service Delivery Council (PSSDC).



***The challenge** is to achieve a minimum 10% improvement in Canadians' satisfaction with the delivery of key services by the year 2005.*

*Frank Claydon,
Secretary of the Treasury Board
and Comptroller General of Canada*