



STAFF REPORT INFORMATION ONLY

Award Presentation: Order of Excellence for Quality Awarded by Excellence Canada

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| Date: | November 30, 2016 |
| To: | TTC Board |
| From: | Chief Executive Officer |

Summary

The purpose of this report is to inform the TTC Board that the Information Technology Services (ITS) Department has won the Canada Order of Excellence (COE) – 2016 Quality Award from Excellence Canada.

The President & Chief Executive Officer of Excellence Canada will be in attendance to officially present the award to the Board.

Financial Summary

There are no financial impacts associated with this report.

Accessibility/Equity Matters

There are no accessibility or equity issues associated with this report.

Decision History

The ITS Department has been awarded the Canada Order of Excellence (COE) – 2016 Quality Award, the highest award in the Canada Awards for Excellence (CAE) program.

Issue Background

Excellence Canada (formerly the National Quality Institute) is an independent not-for-profit organization and is the leading authority in Canada on workplace excellence based on quality systems and healthy workplace criteria. A Board of Governors comprised of leaders from the private sector, public sector, health care and not-for-profit sector governs Excellence Canada. The organization acts as a National Partner with many organizations to advance the Excellence Movement in Canada.

Comments

With an Excellence Journey dating back to 2000, IT Services has been addressing business processes, customer satisfaction and employee morale, as well as financial, contractual and technical controls. The ITS Department chose to follow the Excellence Canada's Business Framework in its Excellence Journey.

The ITS Department had previously been awarded the pre-requisite Gold Award for Excellence in 2007 based on its four levels of successes: PEP Level-4 Award in 2007, PEP Level-3 Award in 2005, PEP Level-2 Award in 2003, and PEP Level-1 Award in 2001. (PEP stands for the Progressive Excellence Program).

The Award for Excellence is given in recognition of significant and sustained improvements made by the Department, since 2001, in the areas of:

1. Leadership
2. Planning
3. Customer Focus
4. People Focus
5. Process Management
6. Supplier/Partner Focus

Contact

Anthony Iannucci
Chief Information Officer
Phone: 416-393-3565
Email: Anthony.iannucci@ttc.ca