

Prospectus

Title:	OQM National Program
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Purpose:

To expand APEGBC's Organizational Quality Management (OQM) Program nationally to improve the quality management of professional engineering practices at the individual and organizational level. This voluntary program includes certification for organizations.

Problem / Opportunity Statement:

Organizations employing engineers have a significant influence on the practice of engineering. Currently there is no national standard in Canada which at a corporate level deals with the quality management of the practice of professional engineering

Benefits:

Contributing to Engineers Canada Goals

- Stakeholders have evidence that engineers meet high standards, practice with competence and integrity, and that their work and self-regulation benefits society (E-2).
- Information, systems and agreements to facilitate mobility for registered engineers are available and promoted (E-1.2).
- The professional, social and economic needs of licensed engineers are met (E-3.5).

Contributing to Regulators

- OQM helps organizations providing engineering services to the public better protect and serve the public interest through the implementation of policies and procedures to ensure:
 - Applicable Professional Practice Guidelines are being followed.
 - Documented file management procedures are being used to meet regulatory requirements.
 - Documented checking of all engineering work and where required independent reviews are taking place.
 - All documents containing engineering will be appropriately authenticated by the application of the professional's seal.
 - All delegated engineering work will be directly supervised by a licence holder.
 - Appropriate field reviews will be conducted during construction or implementation.
- Organizations using OQM could be of direct assistance to the regulator as they are implementing policies and procedures for the quality management of professional engineering practice which assists in the delivery of professional engineering that meets an appropriate standard of care. This level of support from OQM certified organizations could allow the regulator to consider efficiencies in the allocation of their- financial and human resources.
- OQM could promote the relevance of the regulator to organizations employing engineers while improving the quality management of professional practice using a self-funded program

- OQM could provide another option for the regulator in terms of practice reviews of engineers
- May be used as a tool for procuring engineering products and services. OQM certification can be used as selection criteria.
- Could be delivered in partnership with current programs involving the regulation of companies through the issuance of instruments like Certificates of Authorizations and Permits to Practice thus enhancing the value added aspect of these existing programs
- OQM is a risk management tool which could enhance the regulator's ability to deliver on the primary mandate to protect the public interest in the practice of engineering.

Contributing to Organizations

- Voluntary registration to demonstrate that they are worthy of the public trust.
- Discount on Professional Liability Insurance from ANON and Marsh Canada.
- Engineers could be exempted from practice reviews by some regulators.
- The program can support professional engineers meeting their CPD requirements.
- Recognition on the Engineers Canada website and OQM certification announced in Engineers Canada newsletter.
- Builds brand by being licensed to use the trade-marked OQM logo in promotional material, proposals, etc.
- Meet market demand for quality management systems endorsed by Engineers Canada
- Ability to demonstrate that the organization is a leader in its commitment to quality management practices and standards.
- Supports the organizations' professionals in meeting their professional obligations thus attracting and retaining talent.

Vision:

1. All regulators embrace and promote OQM as voluntary programs and provide the benefits set out above.
2. OQM is the preferred quality management program for organizations with significant engineering in their operations.
3. Once OQM is established nationally (over 50% of regulators participating) examine other regulatory opportunities in order to build on the success of OQM (note: APEGBC's experience is that initially the program needs to focus just on quality management in professional practice and not try to solve a range of other problems)
4. Evaluate using OQM to facilitate placing applicants on the APEC and IPEA International Registers.

Principles:

1. Participation by organizations is voluntary.
2. The program is self-funding and revenue neutral.
3. Quality assurance and continuous improvement processes are in place.
4. Resources are available for operations, maintenance, and ongoing enhancements of the program.
5. Information about the program and it's roll-out is shared and communicated in a clear, transparent, consistent and timely manner.
6. Ongoing participation of APEGBC in the development and roll out of the program nationally (APEGBC owns the OQM Trademark and has spent significant resources over 5 years building the brand so APEGBC needs to protect the brand's reputation) .
7. Licensing of the Trademark through a model which recognizes APEGBC's ownership of the OQM Trademark and allows APEGBC to oversee quality management issues related to the development and roll out of the program nationally.

Stakeholders

Collaboration	APEGBC Engineers Canada Other Regulators
Reference Contact:	Allnorth (http://www.allnorth.com/) which has 14 offices located in BC, Alberta, Saskatchewan, Nova Scotia, and Newfoundland and Labrador (Note: this is an example of a company that has implemented OQM in all the engineering jurisdictions it has offices in)
Document Incorporates Comments from	Comments from joint Engineers Canada – APEGBC Executive Committee meeting December 2015 Input from President’s Group Feb. 2016 Ann English APEGBC CEO Peter Mitchell , OQM, Lead at APEGBC Executive Committee of Engineers Canada – March 10, 2016
Further Consultations	QB – April 10, 2016 APEGBC Council – April 15, 2016 CEO Group – May 24, 2016 Professional Practice Officials – June 2016 Regulators’ Councils

Risks

1. Resources to support program across Canada.
2. Potential risks to the Regulator providing the certification. Representation and warranties provided.

Consultation Results

- In February 2017, the Chief Executive Officers Group was presented with the results of a proof of concept study demonstrating the successful applicability of APEGBC’s program requirements to engineering firms based in other Canadian jurisdictions. The proposal of an OQM program across multiple Canadian jurisdictions brought forward several considerations, including cost implications of operating a large-scale program; obtaining feedback and generating interest from the industry; overlap with existing regulatory standards for licensing businesses; and competition from other quality management systems and tools. There was also discussion about how to convert APEGBC’s program requirements into national requirements. Generally, there was support for the concept of quality management in professional engineering, and further study about the interests for and feasibility of a national model will be undertaken.