

# ENG2020 PLAN



THE ORDRE DES INGÉNIEURS DU QUÉBEC STRIVES TO BE A UNIFYING ORGANIZATION AS WELL AS A REFERENCE FOR PROFESSIONALISM AND EXCELLENCE IN ENGINEERING.

**ITS MISSION:** PROTECT THE PUBLIC BY ACTING TO ENSURE THAT ENGINEERS SERVE SOCIETY WITH PROFESSIONALISM, COMPLIANCE AND INTEGRITY IN THE PUBLIC INTEREST.

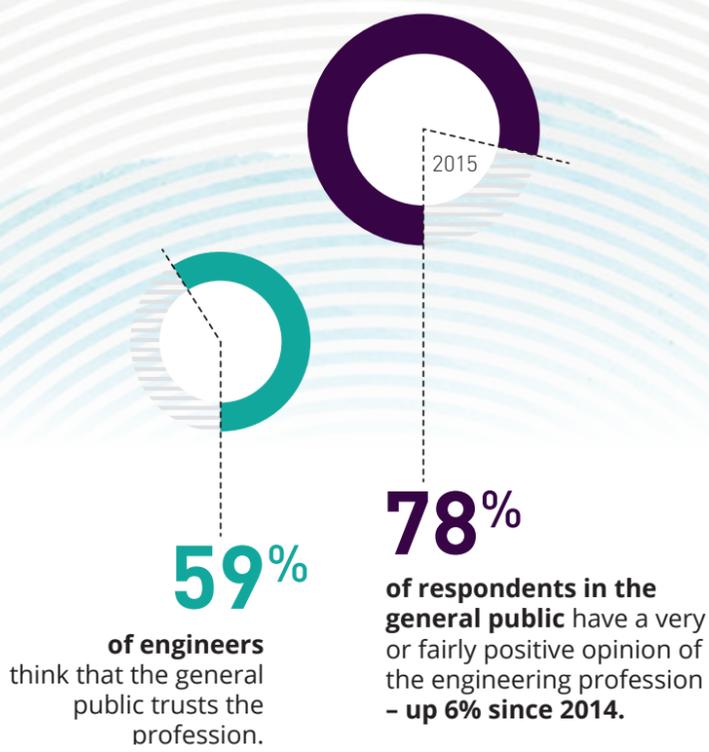
The Board of Directors unanimously adopted the ENG2020 Plan, the product of a rigorous strategic planning process that began in the summer of 2016.

We are very proud of the Plan and its 10 main points, which are presented below. Hundreds of members contributed, directly or indirectly, to this plan's development through their comments, suggestions and involvement in the OIQ.

To execute the Plan, we will need to step up our public protection efforts and complete the changes we have been making in recent years. To achieve this, members will be asked to make an additional \$50 contribution; this amount will be enough to fund the measures we will take to achieve our set objectives.

There are already some good signs. Surveys reveal that confidence in the profession has rebounded considerably and that our professional title is more widely recognized. Together, we are restoring our pride!

Kathy Baig, Eng., FEC, MBA  
President of the Ordre des ingénieurs du Québec



Information provided by member and public surveys - Ad Hoc Research, 2015.

## REGIONAL TOUR

The regional tour of the OIQ's President, Kathy Baig, Eng., FEC, MBA, and the OIQ's Executive Director, Chantal Michaud, Eng., will continue in 2017. It is the perfect opportunity to talk to and hear from a large number of you about the ENG2020 Plan. Keep an eye on your correspondence to find out when the tour will be coming to your region.

Follow us on social networks and join in the discussion of the ENG2020 Plan with the OIQ's LinkedIn group.

We're expecting you!    #ENG2020



# A TEN-POINT PLAN TO STEP UP OUR EFFORTS

## STEP UP OUR PUBLIC PROTECTION EFFORTS

REDUCE THE TURNAROUND TIMES FOR INQUIRIES BY THE OFFICE OF THE SYNDIC

1

- Hire 5 additional resources
- Support our members and the public through the 1 877-Éthique hotline

STRENGTHEN THE ILLEGAL PRACTICE PREVENTION PROGRAM

2

- Hire 2 additional resources
- Carry out twice as many prevention activities with municipalities and at-risk industries
- Raise our members' awareness of the importance of reporting illegal acts

MODERNIZE THE ENGINEERS ACT

3

- Strengthen relations with our stakeholders
- Monitor changes in professional engineering practice and the various fields of practice

BE MORE PRESENT IN THE PUBLIC SPHERE

4

- Share our positions with the public in relation to engineering practice and public protection
- Participate in working and focus groups

## IMPROVE PROFESSIONAL PRACTICE

SET UP A NEW PROFESSIONAL INSPECTION PROGRAM

5

- Hire 10 additional inspectors
- Target engineers working in fields that are considered at risk
- Inspect our members once every 10 years on average

ACQUIRE NEW TOOLS FOR PROFESSIONAL PRACTICE

6

- Offer online training activities concerning the professional practice of engineers
- Develop tools to guide our members: interpretation guides and reference tools

REVIEW HOW JUNIOR ENGINEERS ARE INTEGRATED INTO THE PROFESSION

7

- Set up an integration program to assist junior engineers
- Give priority to a more personalized approach
- Develop tools to support junior engineers: guides, interactive platform, training activities

## PERSONALIZE OUR INTERACTIONS WITH MEMBERS AND MAINTAIN CLOSE TIES

ENHANCE THE CUSTOMER EXPERIENCE

8

- Set up a call and reference centre to assist you
- Personalize our communications based on your profile and interests

IMPLEMENT MODERN, EFFECTIVE INFORMATION TECHNOLOGY TOOLS

9

- Upgrade our tools so that we can better interact with you and assist you
- Update information processing

IMPROVE THE ROLE OF THE REGIONAL COMMITTEES

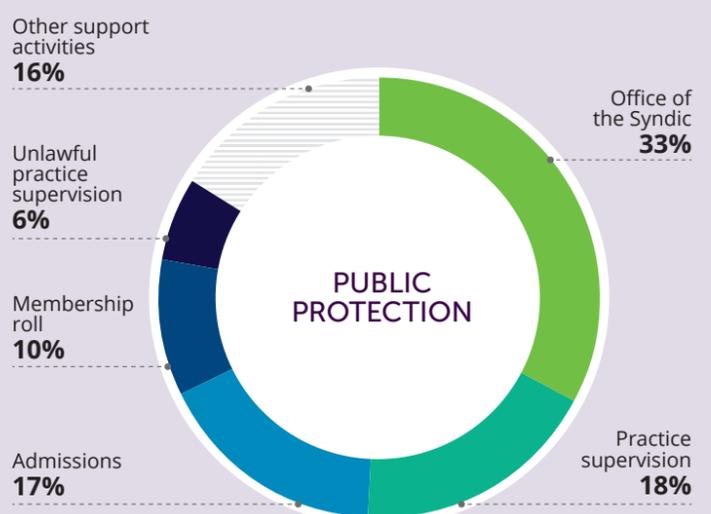
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- Develop activities related to protecting the public
- Act as a hub to create closer ties with our members

## A SUPPLEMENTARY ASSESSMENT OF \$50 TO HELP US REACH OUR OBJECTIVES

Additional funding will be required to implement the public protection activities detailed in the ENG2020 Plan. As a result, the Board of Directors unanimously decided to ask for a supplementary assessment of \$50 (\$17 for retired members) for 2017-2018. It will be payable during the upcoming annual registration process, by no later than March 31, 2017, and will be added to the regular annual membership dues amount.

## PROJECTED BUDGET BREAKDOWN IN 2017-2018\*



\*2017-2018 pro forma based on the ENG2020 Plan