



UNIVERSITY of LIMERICK
OLLSCOIL LUIMNIGH

Johnson & Johnson



The Disability Federation of Ireland, University of Limerick and Johnson & Johnson through their joint venture SOLA are hosting their annual Symposium.

SOLA Symposium on Quality 2019

**The Centre of Excellence for Sustainable Quality in the
Community and Voluntary sector**

**Friday, 6th December 2019
10.00am – 2.30pm
The Pavilion,
University of Limerick, Limerick**

Funded by the Department of Rural and Community Development and the Scheme to Support National Organisations 2019-2022



An Roinn Forbartha
Tuaithe agus Pobail
Department of Rural and
Community Development

Master of Ceremonies: Marion Maloney, Disability Activist

Opening Address:

John Lynch Plant Leader Vision Care Johnson & Johnson,
'Creating and enabling culture for people with diverse abilities'

Speakers at this event include:

- **Dr. John Noonan:** 'Re-visioning Learning for Sustainable Services'.
- **Deirdre Nally:** (SOLA) PhD Researcher 'Identify barriers to Quality Improvements in Persona Assistant Services in Ireland from the service-users perspective'.
- **Catherine Harrington:** 'Using Lean Techniques and Tools to enhance communications between the Disability Federation of Ireland and its member organisations'.
- **Leigh Gath:** 'What the Future Holds for People with Disabilities in Ireland'.
- **Deirdre Kelly:** 'Strategy to Support the Community and Voluntary Sector in Ireland 2019 – 2024'.
- **Dermot O'Donnell (DFI):** 'How can the Improving Quality Standard benefit the organisation and its users!'.
- **Hazel Clarke and Edel Gallagher:** The NWP & FA's organisational journey towards meeting the 'Improving Quality' (IQ) Standard and surviving the external assessment process!'.
- **Dr Jana Filosof** from Hertfordshire University: 'IQ – an intelligent standard for improved governance'.
- **Marie Kehoe-O'Sullivan:** 'Quality Improvement'
- **Professor Emeritus Eamonn Murphy:** 'Closing Remarks'
- **John Wilson** – Improving Quality UK: 'What is the value of the IQ Quality Mark?'

Panellists:

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| - Chair – Dermot O'Donnell | - Leigh Gath |
| - Eamonn Murphy | - Suzanne Roche |
| - John Wilson | - Catherine Harrington |
| - Deirdre Nally | - Deirdre Kelly |
| - Marie Kehoe-O'Sullivan | |

Agenda

“Sustainable Quality and Standards for Community, Voluntary and Disability Organisations”

10.00am: Registration, Tea/Coffee

10.30am: Opening of Symposium by John Lynch, ‘Creating and enabling culture for people with diverse abilities’

10:40am: Dr John Noonan ‘Re-visioning Learning for Sustainable Services’

10:55am: Deirdre Nally ‘Identify barriers to Quality Improvements in Personal Assistant Services in Ireland from the service users’ perspective’

11:10am: Catherine Harrington ‘Using Lean Techniques and Tools to enhance communications between the Disability Federation of Ireland and its member organisations’

11:25am Breakout session – 3 Focus Groups:

- **John Wilson** - Good Governance in Charities and the IQ Standard.
- **Catherine Harrington** - What would the DFI membership want from a ‘members portal’?
- **Deirdre Nally** - How lean thinking by charities can enhance service delivery.

11:55am: Leigh Gath – Confidential Recipient HSE “What the Future Holds for People with Disabilities in Ireland”.

12:10 pm: Focus Group Feedback

12:20pm: Coffee break (served in Symposium room)

12:35pm: Deirdre Kelly – ‘Strategy to Support the Community and Voluntary Sector in Ireland 2019 – 2024’.

12:50pm – Dermot O’Donnell – ‘How can the Improving Quality Standard benefit the organisation and its users!’

13:00pm: Hazel Clarke and Edel Gallagher – ‘The NWP & FA’s organisational journey towards meeting the ‘Improving Quality’ (IQ) Standard and surviving the External Assessment process!’

13:15pm: Dr Jana Filosof – from Hertfordshire University: ‘IQ – an intelligent standard for improved governance’.

13:30pm: Marie Kehoe-O'Sullivan – 'Quality Improvement'

13:45pm – Open floor discussion & Panel Q&A

14:00pm: Dr Ann Ledwith – Dean of Graduate and Professional Studies

14:10pm: Graduation Ceremony – awarding of Certificates

14:20pm: John Wilson – Improving Quality UK: 'What is the value of the IQ Quality Mark?'

14:30pm: Professor Emeritus Eamonn Murphy – Closing Address

14:35pm: Finish and Lunch – Reserved seating in Pavilion main bar

Symposium Speakers



Leigh Gath is the Confidential Recipient for the HSE. Over the past 35 years Leigh has worked in Disability Rights Organisations in Northern Ireland, Texas USA and Ireland. Her experience is across the sector having worked within Disability Organisations, with individuals and with elected Representatives. Leigh was appointed to this position in 2014 after the story on the abuse of vulnerable adults in Aras Attracta was uncovered.

The Director General of the HSE stated this post was to be a 'voice for vulnerable adults receiving services from the HSE or organisations funded or partially funded by the HSE'. Leigh is, and always has been, committed to people with disabilities having the same rights, and being treated with the same respect and dignity as every other citizen. Leigh holds a 1st Class Honours Bachelor's Degree in Criminal Justice and has a lifetime of experience speaking up and fighting for the rights of people with disabilities.



John Lynch is the new Plant Leader for Vision Care at Johnson and Johnson.



Catherine Harrington is a student with UL and DFI currently pursuing a master's in strategic quality management. Catherine's research is focusing on processes and using lean and six sigma tools and techniques to improve quality and eliminate waste. Catherine also holds a BA (Hons) in Hotel Management, a post graduate diploma in accounting and corporate finance and is a qualified chartered accountant (ACCA).

Last year, Catherine completed a post graduate diploma in Quality Management- Lean Systems. During this time, she has completed a quality improvement research project with the DFI focusing on communication and improving the effectiveness of communication within the DFI and its member organisations.



Marion Maloney, is well known in the disability sector having worked tirelessly for the last twenty years, both locally and nationally, to ensure the rights of disabled people. She is a member of the Secretariat of the Galway City PPN, a community rep on the city and county child care committee and she was also one of the social inclusion reps on the Local Community Development Committee. Nationally, Marian is a member of DSG5 and as a member she is one of the reps on the Department of Children and Youth Affairs disability consultative committee and is also part of the National Disability Inclusion Strategy steering group. In more recent times Marian has worked with ILMI to build a new energised Galway DPO - Galway Activism.



Deirdre Nally is a PhD student with UL and DFI. The purpose of her research is to explore the value of Personal assistance services, and co-design a user led strategy to improve the service. Deirdre holds a BSc (Hons) in Applied Pharmaceutical and Healthcare Science, a MSc (Hons) in Immunology and Global Health and a Post Graduate Diploma in Quality Management - Lean Systems. Deirdre has been volunteering with DFI since 2014, during which time she has completed two quality improvement research projects and participated in the PQASSO Champions Network.'



Deirdre Kelly is an Assistant Principal in DRCD with responsibility for the LCDCs and Community Policy. She previously worked in Rural Development and specifically LEADER so is familiar with the community funding landscape at a local level. In her current role she works closely with the Local Authorities and the Community and Voluntary sector to support their respective roles in Local and Community Development. She is interested in ways in which DRCD and Government in general can support communities, particularly those that are most marginalised, and their supporting organisations to engage and participate more comprehensively in initiatives and decision-making processes that affect them. In this context DRCD will focus on the implementation of the recently published *Sustainable, Inclusive and Empowered Communities: A five-year strategy for the community and voluntary sector in Ireland* which contains a number of actions that will help communities from a range of perspectives, to facilitate their own sustainable development. Deirdre will spend the next number of years supporting the delivery of this strategy, which includes full implementation of the recent LCDC review, and looks forward to working closely with LCDCs, PPNs and all other relevant stakeholders to ensure effective implementation of the actions in the strategy.



Professor Eamonn Murphy (Emeritus). Professor of Quality and Applied Statistics in the Department of Mathematics and Statistics at the University of Limerick. Prof Murphy was a key player in the development of SOLA, he has also developed an Action Research Masters in Strategic Quality for senior managers in Irish industry.

Prof Murphy currently holds advisory roles to business and public sector groups including; Member of development committee for the Nexus Innovation Centre at the University of Limerick and Founder and Director of the Irish Centre for Business Excellence and Chairman of Innovate Limerick. Professor Murphy has published several articles, reports and papers in a range of journals and books and has consulted on over 60 manufacturing design projects in 40 companies in Ireland, the UK and Hungary



John Wilson, is currently the project manager of Community Matters Yorkshire a small support charity that works across the UK. John has a long history of supporting and assessing specialist Quality Schemes and most recently convened the Project Team that wrote Improving Quality.

Previously John Worked in the Public Sector ending his time there as a Commissioning Officer for voluntary Sector contracts.



Hazel Clarke has worked for 36 years in Administration for North West Parents and Friends Association. Quality is important to their Service to ensure a high-quality service is delivered. Hazel was part of the team to secure the PQASSO Award in July 2016 and also in successfully achieving the IQ Standard Award in November 2019.



Dr Jana Filsof Director runs MScBOS and MScPSM executive programmes at Hertfordshire Business School and is the Principal Lecturer in leadership, management, CSR and complexity theories.

She has a PhD awarded in management, thesis entitled "Making the General Particular; Practising Corporate Social Responsibility in a UK higher education institution". She is also a PRME champion in Hertfordshire Business School.



Marie Kehoe-O'Sullivan was appointed National Quality Improvement Specialist, HSE Disability Services, Social Care Division in July 2017. Marie has worked in the area of health and social care quality improvement for twenty years in the USA and the past sixteen years in Ireland.

During her most recent appointment as Director for Standards and Quality Improvement, with the Health Information and Quality Authority (HIQA). Marie and her team were responsible for developing numerous National Standards, including the National Standards for Residential Services for Children and Adults with Disabilities. Marie also delivered an online training programme in Quality Improvement Methodologies to staff.



Dr John Noonan holds a MSc. from the Open University in Manufacturing: Management & Technology as well as a PhD from the University of Limerick focusing on contract manufacturing and the supply chain.

John is an accomplished lecturer with extensive experience at level 7, 8 and 9 Masters Programmes providing subject material design, delivery and assessment to full time and part time learners via traditional lectures and distance learning. Twenty years+ Experience in high volume manufacturing with exposure to variety of manufacturing processes and supply chains.

Subject Specialization:

Supply chain Management, Operations Management, Innovation, Lean, Six sigma, Quality Management, Management, Research Methods, SPC, Manufacturing, Project Management, Thesis Supervision, Logistics, Problem Solving



Dermot O'Donnell, Development Manager Governance and Quality with Disability Federation of Ireland. Dermot's relationship with both the University of Limerick and Johnson & Johnson has been the driving force behind SOLA. A quality professional with a wealth of experience Dermot works closely with DFI members to support and advice on Quality Management Systems.

A member of the Quality Management Standards Committee with National Standards Authority of Ireland, (NSAI), Chairperson of Quality Ireland, Dermot is considered an expert on Quality for the not-for-profit sector in Ireland. He is a licensed & experienced PQASSO Mentor & Assessor, a PECB Certified Data Protect Officer and a member of the Improving Quality Standard Project Team.



Dr. Ann Ledwith is the Dean for Graduate & Professional Studies at the University of Limerick and will be addressing and awarding the graduating students with their certificates.



Edel Gallagher R.N.I.D./R.G.N. has worked with NWPF for 19 years. She is currently employed as Services Manager for St. Ciaran's Services, Carrick on Shannon.

Edel completed "Introduction to Quality Management" through UL in conjunction with DFI in 2015. She was part of the team involved in successfully attaining PQASSO accreditation for NWPF in 2016, and more recently IQ accreditation in 2019.

Graduating SOLA Students:

QQI Level 8 Certificate Awarded by University of Limerick: 'Project Management for Community & Voluntary Organisations'

- Helen Collins
- Simone Dillon
- Kelly Fitzgerald
- Niall Hynes
- Tess Kelly-Stack
- Conor Mahon
- Kevin Mooney
- Liz Murray
- Lisa O'Flaherty
- Ann O'Mara
- Kinga Paszko
- Pat Quigley
- Sharon Scanlon
- Ronnad Baot-Murphy
- Frances Byrne
- Sandra Dillon
- Sinead Foskin
- Jason Fowley
- Sean Kelly
- Sandra King
- Mícheál MacDonnchadha
- Fiona McSweeney
- Lucy O'Connor
- John O'Donnell
- Mary B O'Leary
- Meredith Raley
- Claire Sheridan
- Jayne Staunton
- Lisa Sweeney



The mission of SOLA is to empower individuals and organisations in the community, voluntary and disability sector by engaging in research, education and training to implement proven governance and sustainable quality systems.

The Centre of Excellence is committed to building sustainable communities of practice and service provision with appropriate governance and sustainable quality systems within the changing social, economic and political context.

The Centre of Excellence for Sustainable Quality will:

- Research current practice and identify unmet needs
- Develop plans and programmes to implement sustainable quality
 - Provide education, training and networking
- Facilitate on-going engagement between stakeholders
- Contribute to public debate and future policy development

Symposium Organisers

This event is jointly hosted by SOLA, a partnership between the Disability Federation of Ireland, Graduate and Professional Studies at the University of Limerick and Johnson & Johnson.



The Disability Federation of Ireland (DFI) represents the interests and rights of people with disabilities to be fully included in Irish society. It embodies over 120 organisations, which support people with all types of disabilities and disabling conditions, as members or associates. The vision of DFI is that Irish society is fully inclusive of people with disabilities and disabling conditions so that they can exercise their full civil, economic, social and human rights, and that they are enabled to reach their full potential in life. DFI's mission is to act as an advocate for the full and equal inclusion of people with disabilities and disabling conditions in all aspects of their lives. Visit www.disability-federation.ie for more news and information.



Johnson & Johnson is the world's largest diversified healthcare corporation.

The Johnson & Johnson Family of Companies has had a significant presence in Ireland since 1935 and currently employs over 2,000 people in Dublin, Cork and Limerick. Johnson & Johnson Vision Care, (Ireland) was established in Limerick in 1996, where it currently employs over 1,000 people in the manufacture of ACUVUE® range of soft disposable contact lenses. Johnson & Johnson and its employees are committed to supporting community, health and education projects.



Graduate and Professional Studies (GPS) at the University of Limerick delivers professional and personal development programmes. The University of Limerick has long held a reputation for being pioneering and connected; pioneering in education and connected to the workplace, the community and the economy. CPE builds on this reputation by offering programmes across a range of disciplines, provided in a flexible manner, using classroom, on-line, blended and outreach delivery.

Our extensive experience in collaborating with organisations and mature learners ensures that the programmes we deliver are both relevant and flexible. We work closely with organisations who wish to strengthen or reposition by enhancing the skills of their workforce across a range of technology and business topics. We design and implement programmes specific to the needs of working professionals. We up-skill the workforce through academic qualifications and by building on existing skills and expertise. These ties with organisations ensure that CPE can tailor courses to provide graduates with the skills and knowledge that industry professionals are looking for.

CPE at University of Limerick (UL) in partnership with the Disability Federation of Ireland (DFI) have collaborated to develop academic programmes for the Community and Voluntary Sector. These courses are developed in response to the increasing need for accountability and the growing demand for evidence of quality in both services and management in these sectors. These courses have become a permanent offering on both the Autumn and Spring course schedule of the University, alternating between delivery venues in Limerick and Dublin.

Following on from the successes of these programmes, UL, the DFI and Johnson & Johnson have cooperated to create a Centre of Excellence for Sustainable Quality in the Community and Voluntary Sector SOLA.

Venue Details

Address:

The Pavilion,
North Campus,
University of Limerick,
Limerick.

Travelling to Limerick University:

- The University of Limerick is situated a short 15-minute drive from Limerick city.
- Travel time by car / bus from Dublin is approximately 2 ½ hours.
- Travel time by car / bus from Galway and Cork is approximately 1½ hours.
- Full information on transport to and around the University is available from the website Smarter Travel Information or by phoning 061 202703.
- Direct bus services are available from Dublin, Cork and Galway directly to the University.

Driving Directions for free carpark at The Pavilion:

- On arrival on campus enter the University Campus, no. 1 on map (there are two tall flagpoles at the entrance).
- Proceed along University Drive until you reach a roundabout and take 1st exit.
- Continue along this road, through pedestrian crossing and traffic lights to next roundabout
- Take 2nd exit off roundabout and continue straight for 1.4km
- You will reach the Pavilion on your left.
- Drive past the Pavilion and take the next turn left – Into the car park.

Driving Directions on campus to public parking on UL Campus (€3 per day):

- Located next to University Concert Hall, The Millstream Common Room is situated in the middle of the campus.
- On arrival on campus enter the University Campus, no. 1 on map (there are two tall flagpoles at the entrance).
- Proceed along University Drive until you reach a roundabout and take 1st exit.
- Continue along this road, through pedestrian crossing and traffic lights until you reach the next roundabout and take the third exit.
- You will see car park on your right. Enter at barrier (no tickets needed). Pay the €3 fee on exit (exit machine accepts €2, €1 & .50c coins)



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| 1) Main University Entrance | 21) Grounds/Maintenance Compound |
| 2) East Gate Entrance | 22) University Arena including 50 metre Pool |
| 3) Carlton Castletroy Park Hotel | 23) The Sports Club |
| 4) Plassey Student Village | 24) Kilmurry Student Village |
| 5) International Science Centre | 25) Horticultural Unit |
| 6) Robert Schuman Building | 26) Dromroe Student Village |
| 7) International Business Centre | 27) Boathouse |
| 8) Computer Science Building | 28) Kemmy Business School |
| 9) Silver Apples Crèche | 29) Tierney Centre |
| 10) Glucksman Library and Information Services Building | 30) Languages Building |
| 11) Foundation Building and University Concert Hall | 31) The Living Bridge |
| 12) Engineering Research Building and Millstream Courtyard | 32) Health Sciences Building |
| 13) Main University Building | 33) Irish World Academy Building |
| 14) Plassey House and University Close | 34) Medical School Building |
| 15) Visitors Information Centre | 35) Medical School Residences |
| 16) Students Centre, Shops, Banks, Bars | 36) Sports Pavilion |
| 17) Kathleen Lonsdale Building | 37) Irish Chamber Orchestra Building |
| 18) Materials and Surface Science Institute | 38) Cappavilla Student Village |
| 19) Sports Building and National Coaching and Training Centre | 39) Thomond Student Village |
| 20) Schrödinger Building | 40) President's House |

The Disability Federation of Ireland is a company limited by guarantee not having share capital, registered in Dublin.

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