

Service Quality Review Executive Summary

Service Canada was created 11 years ago in 2005. When it was established, it was designed as a service-oriented organization, focused on providing the best possible service to Canadians as a *citizen-centric* service delivery organization. Since then, however, there is the impression that Service Canada may have lost sight of this central principle, as a focus on efficiencies and a lack of investment in ensuring that the citizen remained the focus led the Department to be more *program-centric*.

After the current government was elected in October 2015 it committed to improving the quality and timeliness of services Canadians receive. It began this work immediately through Budget 2016 by committing to enhance the performance of the Employment Insurance (EI) program by investing \$19 million in program responsiveness and \$73 million in Call Centres, in addition to undertaking a number of measures to improve the program for Canadians such as reducing the EI waiting period from two weeks to one and eliminating the 2012 rule changes to suitable employment and job search requirements. The Government also committed to improving service to Canadians through the development of a Government of Canada service strategy that aims to put the client first.

The Government is delivering on that commitment by first reviewing how Service Canada can provide better EI services to Canadians most in need. In support of this, the Government took action by launching a nationwide consultation process on the quality of service provided to Canadians by the EI program, the Employment Insurance Service Quality Review (SQR), which was led by three members of Parliament:

- Mr. Terry Duguid, Member of Parliament for Winnipeg South and in his former capacity as Parliamentary Secretary to the Minister of Families, Children and Social Development;
- Mr. Rodger Cuzner, Member of Parliament for Cape Breton—Canso and Parliamentary Secretary to the Minister of Employment, Workforce Development and Labour; and
- Mr. Rémi Massé, Member of Parliament for Avignon—La Mitis—Matane—Matapédia.

Library Support Services Quality Review Report

Judd E. Hollander



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