

ASQ SECTION 0911 BUSINESS PLAN 2007-2008

Objective	Activity	Measure	Goal	Results
Improve member satisfaction, retention, and value.	Hold general membership meetings, collect evaluations, and track and publish data.	Frequency/number of meetings and generation/publication of tracking data.	<ol style="list-style-type: none"> 1. Hold 8 meetings from September to May with at least one of these to be a plant tour. 2. Track attendance at meetings and determine satisfaction levels of attendees through the use of feedback rating forms. Collect, tabulate and review data so obtained to assist in planning. Publish a summary of the data at the end of the fiscal year in the newsletter and on the section's website. 3. Hold at least one meeting per year with another local professional society. 	
	Enhance communication with members.	<ol style="list-style-type: none"> 1. Program executed 2. Frequency of publication of newsletter and meeting information 3. Frequency of updates/maintenance 	<ol style="list-style-type: none"> 1. Continue the new member welcome program. 2. Publish monthly newsletter 7 days prior to each general membership meeting. Publish a minimum of 9 per year. 3. Maintain website and update at minimum once per month. Post items with a time constraint (job opportunities, meeting information, etc.) within 2 business days. 	
	Provide ASQ certification exam sites in Lexington for any members that apply to take any of the available exams.	Provide proctors and facilities as needed.	<ol style="list-style-type: none"> 1. Host two - four exams during the fiscal year. 2. All recertification applications reviewed and acted upon within 2 weeks of receipt. 	
	Promote education and training for ASQ Section 911 consistent with the needs and interests of section membership.	<ol style="list-style-type: none"> 1. Research and identify education needs outside of the traditional ASQ member base, such as healthcare, education, and service industries. 2. Provide a library of available resources for member use. 	<ol style="list-style-type: none"> 1. Identify two or more traditional quality tools, such as problem solving, lean, or 8D that can be applied to non-manufacturing industries. Complete by May 2008. 2. Establish a policy for lending available certification primers to members. 	
	Improve communication between other local ASQ sections and ASQ0911	Frequency of contacts and publication of events.	Send section newsletter to section chairs in Region 9. At the section meeting recognize those attending from other sections.	
	Embrace section management process (SMP).	Agenda item at each Executive Committee meeting. Capture in meeting minutes.	Track progress quarterly on business plan and operating budget at Executive Committee meeting.	