

**ASQ SECTION 0911 BUSINESS PLAN 2009-2010**

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"> <li>1. Hold 8 meetings from September to May with at least one of these to be a plant tour.</li> <li>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.</li> <li>3. Hold at least one meeting per year with another local professional society.</li> </ol>	
	Enhance communication with members.	<ol style="list-style-type: none"> <li>1. Program executed</li> <li>2. Frequency of publication of newsletter and meeting information</li> <li>3. Frequency of updates/maintenance</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue the new member welcome program. Send personalized letters from ASQ Section 0911 welcoming new members and inquiring about their needs.</li> <li>2. Publish monthly newsletter 7 days prior to each general membership meeting. Publish a minimum of 9 per year.</li> <li>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.</li> </ol>	
	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).			<ol style="list-style-type: none"> <li>1. At Executive Committee meeting track progress quarterly on section business plan and budget.</li> <li>2. Develop a backup for each section position especially chair and ensure each committee size is greater than one.</li> <li>3. The Treasurer will provide the final financial report to the Audit Committee by August 1.</li> </ol>	

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Objective	Activity	Measure	Goal	Results
Improve member Quality knowledge education, technical skills, and professional certification.	Provide ASQ certification exam sites in Lexington for any members that apply to take any of the available exams.	Provide proctors and facilities for every exam as needed.	<ol style="list-style-type: none"> <li>1. Host two - three exams during the fiscal year.</li> <li>2. Review and act upon all recertification applications within 2 weeks of receipt.</li> <li>3. Recognize newly certified members in the section newsletter and at section meeting.</li> </ol>	
	Promote education and training for ASQ Section 0911 members in collaboration with Kentucky universities	Research and identify education needs outside of the traditional quality area, such as new technology in the areas of Infrared imaging, painting and welding.	<ol style="list-style-type: none"> <li>1. Hold at least one research and development seminars on new technology for manufacturing processes and industrial application or Plan at least one tour of research and development labs and facilities, to promote new technology application in manufacturing processes and industry.</li> </ol>	
	ASQ0911 member professional development and resource improvement	<ol style="list-style-type: none"> <li>1. Provide ASQ certification preparation class.</li> <li>2. Provide a fun learning opportunity for section members</li> <li>3. Provide a library of available resource for member to use</li> </ol>	<ol style="list-style-type: none"> <li>1. Plan one or more ASQ certification preparation classes as needed.</li> <li>2. Hold one or more Quality Knowledge Jeopardy sessions. Encourage section members to gain quality knowledge through fun team work and competition.</li> <li>3. Update library resource materials; add 4 new books or other resource material to existing library.</li> </ol>	
	Section member achievements recognition	Recognition of section member's achievements in newsletter and regular section meetings.	<ol style="list-style-type: none"> <li>1. Recognize member's achievements (such as professional awards, certification, publication, etc.) in the Section Newsletter.</li> </ol>	