

ASQ Olde Colony Section E-Board Meeting Minutes

Date: August 6th, 2002

E'BOARD: *Arnie Greenbaum Dick Anderson *George McBride Bill Warfield
 *Bill Dansereau Ernie Karhu *Grace Kish
 *Dave Hicks *Gay Vilagie Joe Hanley
 *Dave Gaugler *Gerry Quinn Paul Loonie * attended

Arnie Greenbaum opened and presided over meeting. Dick and Ernie emailed they would not be able to attend. Grace will host Aug 21 dinner meeting as Arnie will be on vacation.

SECRETARY'S REPORT: Joe

No report – no Joe

TREASURER'S REPORT: Paul

No report – no Paul

AUDITING: Gay

Gay has audited the financials, tested in several areas and spent about 8 hours on it. Still off by -\$40 and wants to resolve by Aug 15 deadline.

Need Paul to contact Gay so we can close this issue

EDUCATION: Ernie

Ernie could not attend. George wanted to record that we have an education contract signed with Jim Haluch. Much credit given to the education subcommittee for reaching this milestone.

Arnie is offering CQE refresher at TI days. Need a price and contact name to offer same course at night.

PUBLICITY: Ernie

No Ernie – no report

NEWSLETTER: Dave H.

330 newsletters printed and mailed at a cost of \$232.98. Comes out to .71 cents per newsletter. Or \$58.25 per two-sided sheet. Discussion on whether we should try just emailing newsletter, but only 60% give us an address. Having a bright colored newsletter is also a great visual flag. Postal mail will continue for now

MEMBERSHIP: chair open

Dave H. noted 336 members on July database; 12 new members in month of July.

CERTIFICATION: Gerry

23 people have recertified since Gerry took over in 10/21/2000. George McBride proctored and Barbara Levitt assisted last exam. Gerry will contact National as he still doesn't get notice of passing cert exam members.

WEB SITE: Dave G.

Dave updated the website just before his computer crashed. He is updating to a new Pentium. Starting Aug 1, TMLP should bill us annually at the non-profit rate of 1 Year - \$191.40 prepaid (\$15.95 per month). The bill goes to George's house.

ASQ Olde Colony Section E-Board Meeting Agenda Date: August 6th, 2002**ADVERTISING: Grace**

All advertising checks to be mailed to Grace for invoice tracking purposes. Plan to limit advertising to one 8 X 11 back to back. Exception may be when ISO Network places their full page double sided ad. ISO Network will be offered our standard multi-ad discount of 15%, (\$170) but need not prepay all 6 ads.

Plan is to try to end all multiple ads in June to start each new year fresh.

PLACEMENT: Grace

Job openings should come into Grace initially, but ultimately need to go to Dave Gaugler for website posting. Agreed we will add a date posted to all job offers (like monster.com) and limit posting to 30 or 60 days

SURVEY from PREVIOUS DINNER MEETING: Dave H.

32 guests/25 responses (78%). TOPIC at 44% main reason for attending, 20% for RU and 12% for LOC'N.. For 28% this was their first meeting attended

RECOGNITION: Arnie

No update. Arnie has been focusing on CQE course

SMP: George

No report. George has been concentrating on education subcommittee
Dave H. suggested our SMP plan include financial objectives

PROGRAMS: Dave H.

Speaker program filled for year. Possible tour for May – newspaper process. Several speakers on call / reserve in case of cancellation (Grace Kish, Jay Patel, Jack Gale).

ARRANGEMENTS: Bill

Discussion on whether we should continue moving meeting around or stay at one restaurant (like Boston does). Consensus was we are very geographically spread out and we pick up new faces by moving around.

Based on a survey tip, we're checking out whether a Chinese restaurant meeting would go over well. Plan is 2 @ Lorenzo's 2 @ Ann's, 1 @ Gary's, 1 @ Baileys, 1 @ Thad's and 3 others.

SCHOLARSHIP: Bill

No response from judges Paul and Joe. Bill made a motion, Grace seconded, that if all three applicants are qualified, we will award an additional \$500 scholarship. Vote was unanimous.

Bill to notify three applicants to come to Aug 21 meeting, and they can invite two guests.

NEQC: chair open

Dave Hicks volunteered to be contact via telephone but will not attend meetings. Jay Patel would like to attend Aug 21 dinner to promote NEQC conference in Oct.

NEW BUSINESS :

Gay made a motion, Dave H. seconded, to give Pam Franko \$1000 for her college fund in memory of her father, Olde Colony member Rick Franko. Vote was unanimous. This is regardless of scholarship outcome.

Invited guest for next e'board is Chet Lizak, a new member who is interested in promoting UMass student section and a Fall River subsection.

NEXT E'BOARD MEETING: Lorenzo's, September 3rd 6PM to 8PM

Olde Colony Minutes

Time: October 1, 2002 6:18 – 8:04 P.M.

Location: Loenzos Middleboro Mass.

Attendees Bill Dansereau Gay Vilagie Dave Gaugler
Lee Thompson Arnie Greenbaum (Chair) Paul Loonie
George McBride Joe Hanley

Absentees Dave Hicks Gerry Quinn Dick Anderson
Bill Warfield Ernie Karh

Discussion Items:

Joe Hanley **Secretary**

The secretary's minutes for the September meeting was accepted with changes as directed in various emails during the September time frame.

Paul Looney **Treasury**

Per Paul's report a summary of our financial status as of the end of August is as follows:

Checking Account Balance = \$7,967.97
Investments = \$31,304.68
Total Assets = \$39,272.97

After some discussion and clarification the financial report was accepted unanimously.

George McBride (For Ernie Karhu) **Education**

Jim Haluch reported receiving good response to his educational survey. As a result of the survey two courses are being offered, one is CQA and FMEA the other. Several other courses are being readied for presentation by Jim but he is waiting for the website to present them to the membership (*See the minutes on the Database discussion for further information on this item*).

George held a meeting on September 17 to discuss and resolve pricing issues for education programs which will be offered by the Section. A copy of those minutes is included with these minutes.

Dave Gaugler **Database**

The website is up and running, the address is www.asgoldecolony.org. Dave also requested Ernie to provide him with input for the Chairman's tab on the website

As far as the Educational website is concerned Dave has both a domain and host account ready if the Section will approve the cost of the startup which is \$29 per year for the domain and an additional \$15 per month for the host account. Arnie proposed a motion that was seconded by Gay and carried unanimously by the board to allow Dave to setup the Educational account. Dave stated that Jim would have the educational website by Monday October 7, 2002.

Bill Dansereau **Arrangements**

Bill stated that 23 members attended the September member meeting and that excluding the speaker's gift the Section made \$68.

The October meeting is scheduled for Ann's Place in Norton Mass. The speaker is Ken Love who will address "Value Added Auditing". November's meeting topic is "Quality Tools" with Bob King as the guest speaker and Thad's Steak House in New Bedford as the meeting site.

Bill requested that e-board members give him advanced information if they plan to attend a monthly meeting. It gives him good estimates on the number of members that will be attending and aids the meeting site to anticipate the number of meals to prepare.

Dave Hicks **Newsletter**

(Dave gave the following report by email) The newsletter was created, sent to the printer and mailed by October 1, 2002.

Dave has agreed to pick up the advertising activity vacated by the retirement of Grace Kish and her relocating to Tennessee. Grace sent Dave advertising information that will aid him in this added responsibility.

Dave also received a \$175 check for advertisements printed in our newsletter for ISO Network, that check is being sent to Paul Looney.

Dave also reported that the current years speaker is almost completed. He also stated that A Barbara Levitt and a Liz Johnson are interested in volunteering. Liz is very busy and might help with on-line applications. Barbara showed an interest in Membership. Dave will proceed to see if both women are still committed and will invite them to a future e-board meeting.

George McBride *(for Gerry Quinn)* **Certification**

George stated that October 19, 2002 was scheduled for certification exams in the following disciplines, Quality Manager, Quality Technician and Mechanical Inspector. All exams will take place at Extrusion Technology. In all five (5) applicants are scheduled to take the exams, 3 for CQM, 1 for CQT and 1 for CMI.

New Business

Gay is looking into the possibility of having Titleist inviting us for a tour of that company for our May 2003 meeting.

Gerry is also exploring the option of conducting future certification exams at the Joe Moakley Center at Bridgewater State College.

The following chairs had no report:

- Publicity
- Membership
- Placement
- Recognition
- Historian

Action Items

Send e-board members copies of SMP information for action at next months meeting.

Actionee: George McBride

Provide Dave with information when the scholarship applications will be available for the 2003-2004 fiscal year for posting on the website.

Actionee: Bill Dansereau

Follow-up with the two potential volunteers and invite them to a future e-board meeting.

Actionee: Dave Hicks

Report on the progress of Jay Patel's speakers list.

Actionee: Dave Hicks

Provide Dave with input to the web site's Chairman's Corner.

Actionee: Arnie Greenbaum

Provide Bill with contact information to Steve Andraid as a possible future speaker.

Actionee: Gerry Quinn

ASQ Olde Colony Section Education Meeting Minutes

Date: 9/17/02
 Location: Extrusion Technology, Randolph, MA
 Attendees: Ernie Karhu, George McBride, Lee Thompson, Bill Dansereau, Jim Haluch, Marylyn Rands

Discussion: Education objectives

1. Members' needs, section's needs
2. Generally ASQ sections run their education courses at a profit to subsidize other activities for members. Some activities that might be subsidized are dinner meetings, scholarships, quality conference. Are there any others?

Education costs

1. Instructor fees
2. Materials – books, software, delivery, expediting, handouts (pencil, graph paper, post-its, highlighter)
3. Location – cost of recognition (thank you gift, plaque), possible rental
4. Administration – copies, certificates, web site, advertising, mailing

Pricing CQA with spreadsheet calculator

1. Instructor's salary at \$55 per hour
2. 20 hours
3. Fixed cost at \$200 – a portion of the annual cost for mailings and website plus a location gift. The fixed cost is apportioned to all students in the class.
4. Variable cost at \$180 – cost of book plus \$10 for delivery, copies, certificates etc. The variable cost is a per student cost.
5. Member pricing \$418 (17% profit)
6. Non-member pricing \$462 (25% profit)

Pricing FMEA with spreadsheet calculator

1. Instructor's salary at \$55 per hour
2. 12 hours
3. Fixed cost at \$200 – a portion of the annual cost for mailings and website plus a location gift. The fixed cost is apportioned to all students in the class.
4. Variable cost at \$100 – cost of book plus \$10 for delivery, copies, certificates, etc., plus \$50. The variable cost is a per student cost.
5. Member pricing \$277 (17% profit)
6. Non-member pricing \$307 (25% profit)

Other points made

1. CQA and FMEA classes should be offered immediately based on APS survey results, using pricing given above.
2. Minimum class size is 6 paying students.
3. After minimum class size is reached, a free slot may be considered (i.e. for an eboard member – one free course per year, or a company who makes its location available – its second attendee is free). Free attendee should pay for his own books.
4. APS survey has indicated sufficient interest to try running several other courses soon – 8D/problem solving, SPC, project management, finances of the non-financial, intro to ISO9000.
5. Jim will propose pricing recommendations based on the spreadsheet calculations and will communicate by email with the education committee / chairperson to reach pricing decisions on future courses.
6. Target profit should be \$400 - \$600 at minimum class size. Spreadsheet will show how profit varies with class size at the chosen price. Actual profit will be split between ASQ and APS (per signed agreement).
7. Spreadsheet pricing appears competitive with other course offerings (RI section, for example).

Conclusion:

Things are looking pretty good here at the start of the new education program. A method for calculating and determining course prices seems to have been agreed by all concerned. Two courses will be offered immediately – CQA and FMEA, and other courses have been identified that may be offered soon. The progress of the education committee working with APS needs to be summarized and reported to the eboard as a whole, and the education website should be kicked off as soon as possible.

November Minutes

Date/Time: November 7, 2002 6:13 -7:51P.M.

Location: Lorenzo's Middleboro Ma

Attendees: Arnie Greenbaum (Chair) Dave Hicks Dave Gaugler Paul Looney
George McBride Gerry Quinn Liz Johnson (Guest)
Joe Hanley

Absent Bill Dansereau Ernie Karhu Dick Anderson
Gaye Vilage

Discussion Items

Joe Hanley **Secretary's Report** The October secretary's report was accepted unanimously with no corrections or additions.

It was proposed that the secretary's report be included on the website. After some discussion the motion was made by Dave Hicks and seconded by Dave Gaugler. the motion carried unanimously.

Paul Looney **Treasurer's Report** The total net worth of the Section as of October is \$41,097.03. The checking account balance for the same period stands at \$10,258.45. Paul stated that a quarterly audit is due. He will forward the necessary info to Gaye who will perform the audit.

George McBride **Education** Jim Haluck is still working on the Education website. As of the day of the e-board meeting Dave Gaugler had put a "working icon on the Education site. Rick Fay has agreed to conduct a CQT training course for the section. Arnie has agreed that he have Rick and Jim H interface to coordinate starting the course. George reported that Jim H is all set to go with several courses – but he is not sure who he should interface with within the Section. It was agreed that Ernie Karhu as Education chair is the prime interface and that Arnie is the backup should Ernie not be available for any reason. The question was raised should Jim H be added to the org chart within the newsletter. It was agreed he should and his title would be Education Administrator. Dave Hicks agreed to contact Jim to see if he had any objections to that addition and also being added to the newsletter mailing list.

Dave Hicks **Arrangements** Dave was in touch with Bill Dansereau, who could not attend, who informed him that November's meeting at Chad's Steak House in New Bedford was all set. He did not have any reservations at this time and requested E-board members to contact him ASAP with their menu requests. There will be no monthly meeting in December because of the holidays. January's meeting is scheduled for West Bridgewater at the Yang Tze restaurant.

Dave Hicks **Newsletter** The November edition of the newsletter has been mailed to all members as of this meeting. A total of 353 copies were mailed.

Gerry Quinn **Certification** Gerry had previously sent e-mails to all e-board members regarding a proposal he wanted to make in which the section would use Bridgewater State College, specifically the Moakley building for future certification exams. The college charges \$60 per exam date to cover administration and security costs. (*Gerry's e-mail is attached*). The motion was seconded by Joe and carried unanimously.

George McBride **SMP** George passed out last year's business plan to all attendees. (*a copy is attached*). Chairs were requested to review the plan and be prepared to discuss accomplishments and possible revisions at the next e-board meeting.

The following items must be in the hands of National by the dates stated:

Officers List	May 1, 2003
Committee List	June 30, 2003
Financial Audit	August 30, 2003

Liz Johnson **Membership** Liz attended the e-board meeting and agreed to become the Membership Chair. Arnie agreed to obtain access to the membership files from National for Liz.

New Business Dave suggested that we develop a list of past Chairs. He has already asked Dick Anderson to obtain this list. Dave thought that once we had the list the Section could have a past Chairman's night, possibly in April, and invite them free of charge as recognition for their effort in promoting the Section.

Action Dates Arnie to have Rick Fay and Jim H interface to start a CQT training course.

Arnie also to obtain access to the membership files from National for Liz Johnson.
Actionee Arnie Greenbaum

Paul to provide Gaye with necessary financial records required for the quarterly audit.
Actionee Paul Loonie

Gaye to report on the findings of the financial audit at the December e-board meeting.
Actionee Gaye Vilagie

Dave G to insert Secretary's report on the Olde Colony web site.
Actionee Dave Gaugler

Dave H to contact Jim to obtain his permission to include Jim's name and contact info on the section's org chart and also to add his name to the mailing list.
Actionee Dave Hicks

Gerry Quinn to sign a contract with Bridgewater State to enable the Section to use the school's facilities for certification exams.
Actionee Gerry Quinn

Action items from previous E-Board Meetings

Provide Dave with information when the scholarship applications will be available for the 2003-2004 fiscal year for posting on the website.

Actionee: Bill Dansereau

Report on the progress of Jay Patel's speakers list.

Actionee: Dave Hicks

Provide Dave with input to the web site's Chairman's Corner.

Actionee: Arnie Greenbaum

Provide Bill with contact information to Steve Andraid as a possible future speaker.

Actionee: Gerry Quinn

SMP Year: 2001-2002

ASQ Section 0111 Olde Colony Business Plan

ic nt ed	Activity Title*	Activity Description*	Date of Activity	Contact	Measure of Effectiveness*	Goal*	Stretch Goal ~ (Yes/No)*	Stat us	Results Compared Measure**
	Arrange ments	Choose dinner-meeting locations that coincide with membership	9/200 1	Bill Dansereau	Attendance 2000 vs. 2001	Increase locations by 1 from 2000 to 2001	Yes, 2 new loca- tions		
	Arrange ments	Develop local process: meeting locations, contact info, room charge, menu choice & price for each restaurant	9/200 1	Bill Dansereau	Spread-sheet for each restaurant used	Pass along a well documented process	No		
	Arrange ments	Track dinner meeting costs against money collected	9/200 1	Bill Dansereau	Dollars (loss/gain) per meeting	No deficit > \$200 w/o e'board ok	No		
	Cert	Maintain a database of certification activities	9/200 1	Gerry Quinn	Presence of database	Pass/Fail	No		
	Cert	Run std. announcement in each newsletter, w/ updates as appropriate	9/200 1	Gerry Quinn	Presence in newsletter	Pass/fail	No		
	Cert	Perform re-certification activities	9/200 1	Gerry Quinn	Successful completion of exams	Pass/Fail	No		
	Cert	Provide for exam site & proctor for exams	9/200 1	Gerry Quinn	Successful completion of exams	Pass/Fail	No		

*Category needed to achieve Implementation Level.

**Category needed to achieve Total Quality. Save a copy of this business plan and when you have measured the results of all applicable activities,
send it in with your Total Quality letter.

~ Stretch Goal - 2 needed for Total Quality

December Minutes

Date Time: December 3, 2002 6:07 – 7:58 P.M.

Location: Lozerzo's Middleboro Ma.

Attendees: Arnie Greenbaum (Chair) Paul Loonie Gerry Quinn Gay Vilagie
 Dave Gaugler George McBride Joe Hanley
 Roger Berg (Guest)

Absent Dave Hicks Ernie Karhu Bill Dansereau Dick Anderson Liz Johnson
 Bill Warfield

Discussion Items:

- Joe Hanley **Secretary's Report** The November secretary's report was accepted without correction on a unanimous vote.
 The Secretary proposed that chairs submit items for discussion to the Secretary one week prior to the e board meeting. The Secretary would then compose an agenda from these discussion items and email it to all chairs prior to the e board meeting. After a discussion on the pros and cons the suggestion was agreed to and all chairs are requested to submit items for the January meeting by Monday December 30th.
- Paul Loonie **Treasurer's Report** The Treasurer's Report was unanimously accepted as presented. As of the 30th of November the Checking Account balance was \$9,606.59 and the total financial worth of the section was \$40,855.36.
- Ernie Karhu **Education Report** *The report was presented via an email from Dave Hicks and by Dave Gaugler.* The Education website is up and running but needs a lot of work. It was agreed that a meeting of the Education subsection would be called and that Jim Haluck would be invited. The purpose of the meeting would be to investigate steps required to push the education program forward. George McBride scheduled this meeting for the 17th of December at Extrusion Technology.
- Bill Dansereau **Arrangements Report** *The report was issued via email from Dave Hicks.* Because of the Christmas holidays there will be no monthly meeting in December. January's meeting is scheduled for January 15th at the Yangtze Chinese Restaurant in West Bridgewater. Polly Wessel is scheduled to talk on "Problem Escalation System and Procedures". Dave emailed her to confirm her speaking engagement – but has had no response as of the time of the meeting. He was not concerned because it was early for her to replay. Likewise he has emailed Ercan Tirtiroglu inviting the student chapter to the February meeting. Again he has received no response because Ercan has not had sufficient time to get feedback from the students.

- Dave Hicks **Newsletter Report** The newsletter is done except for an ad from Hal Greenberg. It was expected to go to the printer on Wednesday December 4th and be picked up by George McBride on Saturday December 7th. George anticipated mailings to be completed by Monday December 9th. Dave reported that it is seven pages long and that 359 copies were to be printed. This is the last edition that will be sent to unpaid members so future copies will reside somewhere around the 300 figure.
- Gerry Quinn **Certification Report** Gerry has signed the contract with U Mass Bridgewater to have all certification exams be conducted at the Moakley Building on the Bridgewater campus. He has notified National of this scheduling change. Lee Thompson answered Gerry's request for a proctor for the CQA and CQT exams held on December 7th at the Moakley Center. There re six applicants for each certification exam.
- George McBride **SMP Report** George is awaiting input replies from all chairs on the progress individual chairs have made in the attainment of goals set during the last fiscal year. He needs this information by December 15th for input to National.
- Liz Johnson **Membership Report** No report

New Business

Roger Berg attended the E Board meeting and will support the Education Chair in future endeavors.

Action Items

All Chairs to submit activity accounts to Joe Hanley via email no later than 12/31/02 for inclusion into a 01/03 meeting agenda.

Actionee All Chairs

Arnie to obtain access to the membership files from National for Liz Johnson.

Actionee Arnie Greenbaum

Dave H to contact Jim to obtain his permission to include Jim's name and contact info on the section's org chart and also toad his name to the mailing list.

Actionee Dave Hicks

Provide Dave with information when the scholarship applications will be available for the 2003-2004 fiscal year for posting on the website.

Actionee: Bill Dansereau

Report on the progress of Jay Patel's speakers list.

Actionee: Dave Hicks

Provide Bill with contact information to Steve Andraed as a possible future speaker.

Actionee: Gerry Quinn