

August 2009 Minutes

Location: The Flat Iron Cafe, Middleboro, MA

Date / Time: August 4, 2009 / 6:15 pm - 8:00pm

Attendees: Lee Thomson Gerry Quinn Rose Perry
Monica Morrissey Demetri Venetis Dave Gaugler

Absent: Denise Robitaille Jim Donaldson Joe Hanley
Aaron Snyder Karen Ketchie Dave Clement

Discussion Items:

Secretary: - June minutes presented, need approval via email. Eboard changing to first Tuesday.

Chairprson: - Lee will run the meeting in Joe's absence

Treasurer: - Financials for past year are ready, auditing to take place next Wednesday

Membrship: - 4 new members in July. National has sent an invitation to participate in a conference focusing on retaining members. Lee will look into National's offer to pay for all expenses, and if they will, Lee has offered to attend, providing we all agree.

Education: - Only one person signed up for the CQMOE course. Demetri sent the course description to 300 members in the Northeast. Merrimack Valley is also offering the course and asked how we ensure that only one person is taking the course. What's to prevent one person signing up and then having several actually "take" the course? Demetri has learned that we need to change our marketing strategy. Target companies for a flat fee (\$1000 or more) and allow them to have as many students as they want. We need to have a plan in place by November for March. We should also look into offering a CQA and CQE course. Tony is available for the CQA. Lesson learned is that we need to refocus our marketing of the webex courses.

Programs: - Dave's workload has increased and he is unable to assist with programs this year. Demetri is willing to speak in September using an open forum concept about continuous improvement. Lee has a movie to show for October. Lee will speak with Dave about obtaining the contact info of our most recent speakers.

SMP: - No report, SMP due to National by September 1st

Scholarship: - Scholarships were awarded to Elyse Doherty and Steven Conroy

Nomination: - No report.

Newsletter: - Newsletter is ready to go once the education information is submitted. CQMOE will be postponed until the next cycle. No rush on the August letter, since there is no dinner meeting. There will be an early deadline for the September newsletter.

Cert / Recert: - There were two recerts and one person did not show up to sit for an exam.

Website: - Dave is having computer access issues and it should be updated by the end of the month.
There are still some people having issues with the PayPal account.

Audit Chair / Recognition / Student: - No report.

New Business:

- Rose has researched Survey Monkey and prepared a set of questions that she sent for us to review. The service is \$20/mo and a 2 mo. subscription would allow us to run a survey and retrieve results. We can then fall back to a “free” status that would allow us to review the information. Lee remembers that National had statistical data regarding membership at one time. We should hold off on the Survey Monkey until Lee comes back from the National membership conference.
- see Membership area regarding National conference on retaining membership
- Demetri’s video from the last dinner meeting is now on-line at *gothedistance.tv.com*
- we have decided to pass on the summer outing this year
- quick review of proposed budget, must be finalized soon

Action Items:

- All – review budget and get comments to Karen
 - review Rose’s proposed questionnaire for Survey Monkey, add if you’d like and vote for trying out the service (we will revisit at October meeting)
- Karen (audit committee) – submit financials to National
 - need to get Joe onto the bank account
- Jim – ask Denise if she would like to become the section historian
- Gerry – contact Peter Dell about speaking
 - ask Elyse to the September dinner as scholarship recipient
- Demitri – do you have the formal contract for the webex instructor?
- Lee – ask Dave C. for the speaker contact info from the past year
- Dave – update website with newsletter and remove members no longer on the board
- Rose – ask Jim for service letters for the past year
 - post the *gothedistance* web address in the newsletter
- Monica – get approval of June minutes via email and send to Dave
- Aaron – recognition gift for Jim
 - SMP due to National by Sept 1st (ask Joe)

Parking Lot (Items tabled for discussion)

1. Add an education goal to the SMP (could involve setting up a plan for webex events)
We should set up a contact list of CEO’s, Quality and HR Managers that we can offer web based training to
2. Revisit Survey Monkey in September, good job of researching Rose
3. Contact Massasoit about a student chapter / Plan a student event with Erçan for the fall
4. We need to court a backup web administrator
5. Need a procedure for transitioning the Treasurer’s duties

Next Meeting:

September 1, 2009 (remember it’s the first TUESDAY!!).

September 2009 Minutes

Location: The Flat Iron Cafe, Middleboro, MA

Date / Time: September 1, 2009 / 6:10 pm - 8:18pm

Attendees: Lee Thomson Gerry Quinn Rose Perry
Monica Morrissey Demetri Venetis Dave Gaugler
Joe Hanley Aaron Snyder Karen Ketchie

Absent: Denise Robitaille

Discussion Items:

Secretary: - August minutes presented and accepted.

Chairprson: - Lee began leading the meeting, until Joe arrived.

Treasurer: - FY2008-2009 audit has been accepted by National. Monthly reports presented. Instructor fee for CMQOE is \$2400, paid in three installments, \$864 in July. M+I was up in July. Preliminary budget to be discussed.

Membrship: - Lee is unable to make the National membership conference, neither can Joe. Payments were to be made as reimbursement only, not as we originally thought.

Education: - Demitri's email blast for the CMQOE was posted on the Lake Erie website and he expects that there will be more students the next time the course if offered, if we advertise earlier. One of the students is from Ohio. The Webex format is working very well.

Programs: - Joe has been very busy contacting people outside of the "typical" quality fields. We have a potential speaker for quality at DePuy, Johnson + Wales for hospitality and Morton Hospital as well. Peter Dell has offered to speak on the topic of our choosing. Perhaps Ercan and an army testing facility as well. A potential dinner topic could be improving your resume and interviewing techniques.

SMP: - Report was sent to National today, we met or exceeded all goals.

Scholarship: - Nothing new to report. Gerry has asked Elyse Doherty to attend our September meeting and she has accepted.

Nomination: - No report. Needs to reconvene in November

Newsletter: - Needs a letter from the Chair in order to print and send the September newsletter. Joe has suggested putting the biographies of a few board members into the newsletter each month.

Cert / Recert: - Nothing new to report. We need a proctor for the October exam session.

Website: - 80% updated, needs information for the next dinner meeting. We need to change

the February dinner date to avoid a conflict with Ash Wednesday.

Audit Chair / Recognition / Student: - No report. Need to get a past Chairman's pin for Jim.

New Business:

- Budget discussion, no opposition to running a deficit. Education numbers adjusted.
- Gerry says we need to increase the projected revenues on education. Karen sought to achieve a balanced budget, but now that we have some hard data, it should be adjusted. The budget was approved with changes. We need to watch the M+I, which was projected as a zero revenue source, it may well go up. If we run a \$1451 deficit for the year, we may have to withdraw the scholarships in June.
- We must make the survey data a priority for the next eboard. If we nominate Rose as the "Voice of the Customer" contact, she can access the National data as opposed to Survey Monkey. National recommends a small number of survey questions and perhaps offering a free dinner drawing for respondents. The group has asked Rose to make up a survey and include it in the October newsletter.
- Aaron has suggested calling new members and personally inviting them to a meeting.

Action Items:

All – submit biographies to Rose for the newsletter (Monica + Karen for October, Aaron and Demetri for November, Gerry and Lee for December and Rose and Dave in January.

Joe – ask Jim about taking over as Chair of the nominating committee

All – develop a plan to support the objectives of our mission statement and add it to the SMP

Rose – please email the newsletter to Keith Kemmel temporarily

Gerry – contact Peter Dell about speaking in October

Monica – get Rose into National's Voice of the Customer database information

Parking Lot (Items tabled for discussion)

6. Add an education goal to the SMP (could involve setting up a plan for webex events)
We should set up a contact list of CEO's, Quality and HR Managers that we can offer web based training to
7. Revisit Survey Monkey in September, good job of researching Rose
8. Contact Massasoit about a student chapter / Plan a student event with Erçan for the fall
9. We need to court a backup web administrator
10. Need a procedure for transitioning the Treasurer's duties

Next Meeting:

October 6, 2009 (remember it's the first TUESDAY!!).

October 2009 Minutes

Location: The Flat Iron Cafe, Middleboro, MA

Date / Time: October 6, 2009 / 6:12 pm - 7:30pm

Attendees: Lee Thomson Gerry Quinn Karen Ketchie

Monica Morrissey Demetri Venetis Dave Gaugler
Joe Hanley

Absent: Denise Robitaille Rose Perry Aaron Snyder

Discussion Items:

- Secretary: - September minutes presented and accepted with correction. Waiting to hear from National about getting Rose more access to their survey data.
- Chairprson: - Trying to contact Ercan of the Student Chapter to see how we can help him and he can help us.
- Treasurer: - Reports will be emailed tomorrow. M+I is up again. We forgot to include the Pay Pal fees in our budget (currently being enter as a miscellaneous fee). Karen would still like to balance the budget before presenting it to National. (Was due Oct. 1st.)
- Membrship: - No new postings for the month. “Unpaids” are approaching 30 members. Lee is very concerned that several of the ‘unpaids’ are founding members of the Section or key quality professionals.
- Education: - CQMOE finishes up next week. Great model, Demetri would like to get a CQA course going for the spring session. Tony can teach and Denise has expressed an interest as well. The CQE is also a possibility, if we can find an instructor. Joe would like to focus efforts on running a CQA.
- Programs: - Peter Dell will be speaking in October at Good Days. Gerry is waiting to hear from Larry Elle for November. He holds a sociology degree and will be presenting “you’re laid off – now what?”. Good speaker and we may want to move to a location with the ability to accommodate more members. Joe would like to invite the Region 1 director to a meeting to speak about things that are going on at National.
- SMP: -No report, Monica forwarded it to National for Joe on September 1st, met deadline!!
- Scholarship: - Nothing new to report.
- Nomination: - No report. Needs to reconvene in November.
- Newsletter: -Emailed report presented three options for getting the November newsletter out. After discussion, it was agreed that the report can be sent out a week late. We have to make sure that all information is submitted to Rose in a timely fashion.

Cert / Recert: - No recerts last month. The October 17th exam is scheduled for five people, 4 CQMOE and 1 CQT. A new contract was signed with Bridgewater State and the fee has gone up to \$115 per session. The contract is for the next two testing cycles.

Website: - Website was updated yesterday. Dave asked if Pay Pal reduces fees as the number of users increases. Karen did not think so. The convenience fee is worth the cost.

Audit Chair / Recognition / Student: - No report. Aaron needs to get a past Chairman's pin for Jim.

New Business:

- Discussed developing metrics to support the objectives of the mission statement.
- Support membership, #1 source for quality in our area through course offerings, exam rooms and staffing along with our website postings. We need to focus on how we can support our community. Target HR departments, what can we offer them.
- Our members are quality based with a manufacturing focus. How do people outside of ASQ get quality information? Demetri suggested contacting the Unemployment Office to have them pay us to train people to help them get jobs. (Concern that the state may be difficult to work with, but Demetri is confident we can overcome it.)
- If we do set up an information resource, who would be the contact point?
- Areas to target are; banking, hospitality, hospitals, HR professionals, perhaps we could offer ASQ membership for sitting on our board.

Action Items:

All – submit your biographies to Rose for the newsletter; Aaron and Demetri for November, Gerry and Lee for December and Rose and Dave in January.

All – expand on a plan to support the objectives of our mission statement and add it to the SMP

Joe – ask Jim about taking over as Chair of the Nominating Committee.

Monica – follow up with National about VOC access for Rose

Monica – post due dates in minutes

Demetri – document success of the webex format

Lee – speak with Good Days about getting the dinner moving faster

Monica – ask Region 1 Director Diane Dixon to present in the future

Lee – follow up on “unpaid” with letters

Dave/Lee – change February dinner date to second week Feb 10th to avoid conflict with Ash Wednesday

Parking Lot (Items tabled for discussion)

11. Add an education goal to the SMP (could involve setting up a plan for webex events)
We should set up a contact list of CEO's, Quality and HR Managers that we can offer web based training to
12. Revisit Survey Monkey in September, good job of researching Rose
13. Contact Massasoit about a student chapter / Plan a student event with Erçan for the fall
14. We need to court a backup web administrator
15. Need a procedure for transitioning the Treasurer's duties

Next Meeting:

November 3, 2009 (remember it's the first TUESDAY!!).

November 2009 Minutes

Location: The Flat Iron Cafe, Middleboro, MA

Date / Time: November 3, 2009 / 6:08 pm - 7:45pm

Attendees: Lee Thomson Rose Perry Joe Hanley
 Monica Morrissey Demetri Venetis

Absent: Denise Robitaille Aaron Snyder
 Gerry Quinn Karen Ketchie Dave Gaugler

Discussion Items:

Secretary: - October minutes accepted as written.

Chairprson: - Still trying to contact Ercan about working with student membership. Ken Roy was contacted about joining the eboard and he will try to attend next month.

Treasurer: - Treasurer not present, but reports were submitted. Almost \$3000 in revenues last month, due primarily to the CMQOE course.

Membrship: - 5 new members in October. Welcome letters went out on the 27th. The unpaids have remained essentially the same.

Education: - Tony Demaris is available to teach the CQMOE and CQA in the spring. There is also a possible teacher for the CQE course (interestingly enough, they are from out of state). This shows that people are finding us on the web. At least two students passed the CMQOE exam. Course feedback has indicated that we either need to extend the weekly contact time or the number of contacts. Ken Roy could really help with education by getting the word out earlier before the course dates.

Programs: - Diane Dixon is willing to speak, we'd like to have her in May. Larry El is November, Sean Hanley for January, a professor in March and a banker in April.

SMP: - No report, the SMP was submitted on time to National by Monica and Joe.

Scholarship: - No report.

Nomination: - Jim has agreed to chair the committee. He is working on a slate and there will be a call for nominations in the December newsletter.

Newsletter: - Waiting for information from Demetri. All information for the newsletter is due by the dinner meeting of the preceding month. Please get nformation to Rose before then.

VOC: - "Voice of the Customer" will be a new position chaired by Rose. The survey results will be published in the December newsletter. The winner of the survey drawing was Grace Kish. Congratulations to her.

Website: - No report.

Audit Chair / Recognition / Student: - No report.

New Business:

- Working on developing metrics to support our mission statement
- Need Aaron to compile dinner information as a metric (get the information from Karen and Monica and go back several years)

Action Items:

- Joe – get speaker names and information to Lee for programs
- Monica – post due dates in minutes (need to find on National's site)
- Monica – VOC chair position with National for Rose (pending, website down)
- Demetri – document success of Webex format
- Lee – follow up with unpaid letters (on-going)
- Dave – update the archived newsletter section (work with Monica if you need to)
- Dave – update photo section of website
- Dave – change February dinner date to February 10th to avoid a conflict with Ash Wednesday
- Aaron - get a past Chairman's pin for Jim

Parking Lot (Items tabled for discussion)

16. Add an education goal to the SMP (could involve setting up a plan for webex events)
We should set up a contact list of CEO's, Quality and HR Managers that we can offer web based training to
17. Revisit Survey Monkey in September, good job of researching Rose
18. Contact Massasoit about a student chapter / Plan a student event with Ercan for the fall
19. We need to court a backup web administrator
20. Need a procedure for transitioning the Treasurer's duties

Next Meeting:

December 1, 2009 (remember it's the first TUESDAY!!).

December 2009 Minutes

Location: The Flat Iron Cafe, Middleboro, MA

Date / Time: December 1, 2009 / 6:08 pm - 7:30pm

Attendees: Lee Thomson Rose Perry Joe Hanley
Monica Morrissey Demetri Venetis Gerry Quinn
Karen Ketchie

Absent: Denise Robitaille Aaron Snyder Dave Gaugler

Discussion Items:

Secretary: - November minutes accepted with change of Ken Roy comment from Treasurer to Chairperson position.

Chairprson: - Still trying to contact Ercan. Spoke with the chairman of a metal bending group that wants someone to speak about quality. Is anyone interested? Demetri said he is.

Treasurer: -

Membrship: - Unpaid number is still the same.

Education: - Tony is available to teach the CMQOE, but will need to expand the contact hours and therefore his fee will be increasing. The new class needs to start the first week of January. At least 3-4 of the people that took the last course passed. One chose not to sit for the exam. We need to build the eboard to assist with education, it is reaching a critical mass Demetri really needs the help.

Programs: - Good Days (Mark Lucchi) wants to charge us by the headcount, regardless of whether or not the eat. He also does not want us to contact him prior to the dinner. Lee will speak with him about his expectations.
- Lee had trouble contacting Sean Hanley about speaking in January (trouble getting past his firewall). Joe will touch base with Sean and have him get back to Lee.
- Bill Jarvey from Johnson and Wales for February
- Rosemary Silva for March, tentative hospital topic
- Jason Silva – manager of the Fall River Country Club with his groundskeeper, perhaps we could have a dinner meeting there?

SMP: - No report.

Scholarship: - No report.

- Nomination: - Still working on the slate.
 Karen as Treasurer
 Joe as Chair if needed
 Monica as Secretary
 Demetri, Rose and Gerry to stay the same
 OPEN is the Chair Elect
- Newsletter: - Will go out as soon as Demetri submits his information. Survey results and call for nominations in newsletter. Increase the budget to send 6-8 page newsletter including a survey. January newsletter will go out the first week of January. February is questionable as Rose is leaving the country for four weeks. She suggested a combined Jan/Feb letter or Monica can mail it in February. (Monica will pick up newsletter at January eboard dinner and mail it out.)
- VOC: - Survey results published in the December newsletter.
 - Joe would like to know if we can get survey results from other sections. Rose says there is software available, she just hasn't had time to look into it.
 - We had an 11% return on our survey (24 people).
- Cert/Recert: - Exams set for December 5th. 1 recert and 9 certs (4 CQA, 4CQE and 1 greenbelt or tech)
- Website: - No report.
- Audit Chair / Recognition / Student: - No report.

New Business:

- Working on developing metrics to support our mission statement
- Need Aaron to compile dinner information as a metric (get the information from Karen and Monica and go back several years)

Action Items:

- Joe – get speaker names and information to Lee for programs
- Monica – post due dates in minutes – done, see below
- Monica – VOC chair position with National for Rose (National has acknowledged her position)
- Demetri – document success of Webex format
- Lee – follow up with unpaid letters - done
- Dave – update the archived newsletter section (work with Monica if you need to)
- Dave – update photo section of website
- Dave – change February dinner date to February 10th to avoid a conflict with Ash Wednesday
- Karen - get a past Chairman's pin for Jim - done
- Lee – follow up with Mark Lucchi from Good Days
- Joe – touch base with Sean and follow up contact with Lee
- Monica – ask Dian Dixon if she is available to speak for 40 minutes and what topics does she have for us to choose from?
- Monica – drop survey monkey from parking lot and use National info - done

Parking Lot (Items tabled for discussion)

21. Add an education goal to the SMP (could involve setting up a plan for webex events)
We should set up a contact list of CEO's, Quality and HR Managers that we can offer web based training to
22. Contact Massasoit about a student chapter / Plan a student event with Erçan for the fall
23. We need to court a backup web administrator
24. Need a procedure for transitioning the Treasurer's duties

Next Meeting:

January 5, 2010 (remember it's the first TUESDAY!!).

2009 – 2010 QMP Timeline

Due Date	QMP Level	Required Activity
May 1	Level 1 – Member Unit Basics Sections	Completed for upcoming year 09-10 . Officer list due to Member Unit Leadership Committee, Regional Director for Sections, and QMP Committee Representative for Divisions, and Qmp@asq.org The following positions are required: <ul style="list-style-type: none"> • Chair • Treasurer • Secretary
June 30	Level 1 – Member Unit Basics Sections	Completed for upcoming year 09-10 . Committee list due to Member Unit Leadership Committee, Regional Director for Sections and Qmp@asq.org The following positions are required: <ul style="list-style-type: none"> • Audit Chair • Membership Chair • Nominating Chair
August 15	Level 1 – Member Unit Basics Sections	Complete, audited annual financial report from the previous year 08-09 is due as directed by the Treasurer’s manual. Submit to Member Unit Leadership Committee. Sections will submit theirs to ASQ Section Accountant.
September 1	Level 3 – Total Quality /J.S. McDermond Total Quality Sections	If your Member Unit achieved Level 1 (Basics) and Level 2 (Planning) for the previous year 08-09 , your Member Unit is eligible for Total Quality. Submit previous year’s 08-09 Annual Business Plan with results and a cover letter verifying that 75% of goals have been met. Send to Member Unit Leadership Committee, Regional Director for Sections, and qmp@asq.org
October 1	Level 2 – Section Planning Sections Only	Submit Current Year Annual Business Plan & Budget 09-10 to: Submit to Section Leadership Committee, Regional Director, and qmp@asq.org Plan template is included in this manual and can also be found on ASQ.org at: http://www.asq.org/member-leader-community/keytasks/quality-management-program/index.html
May	Member Unit Performance	Member Units earning <i>Total Quality/J.S McDermond</i> Total Quality and/or <i>Quality Gold Excellence</i> will be honored at ASQ’s Annual World Conference.