



MEETING CALLED BY	ASQ- Leadership Team Meeting
ATTENDEES:	Jim Shore Theresa McCarthy David Manalan Jim Turner Alice Maina Scott Howes Pat Macdonald David Treffs Ivan Orlinsky
CC:	

**Agenda items:**

1. Call the meeting to order
2. Reviewed the QMP

Started: 6.30 PM, Ended 8.20 PM

**Discussion**

**Action Items**

1. Jim S to prepare a WCQI summary
2. Jim S to find out what other sections do for P.O.Box
3. Jim S to prepare a template for LT business cards with ASQ logo.
4. Scott to send VoC survey
5. Scott to prepare a write up explaining how we expect to achieve our goal of increasing retention rate to 74.8% and send it to Jim S for the cover letter
6. Pat and Peter to prepare a list of workshops held in the current fiscal year and send it to Jim S
7. Jim T and Dave T to send appreciation emails to Brian Burns
8. Arnie to complete the annual treasurer report for the year ending June 30<sup>th</sup> 2011 and schedule an audit in July.
9. Arnie to submit the annual report and audit report.

## **Quality Management Plan (QMP)**

### **Certification**

The June certification exams were held at Boston Scientific, 33 people took the exam.

### **Chair**

10 people attended WCQI and submitted 3 ideas that they will see through the next fiscal year. Jim and Theresa will meet before June 30<sup>th</sup> to prepare a cover letter for the QMP submission to HQ. Pat & Peter will send Jim a list of workshops held in the course of the year, for inclusion in the cover letter. Scott will also send Jim a write up explaining that the section expects to achieve the increased member retention goal of 74.8%, when the June figures are included. In reference to the Harpoon event which was offered for free, it was suggested that more LT members should be involved in the making of decisions of that magnitude in the future.

### **Membership**

The LT members suggested survey questions to be added to the Voice of the Customer survey. Scott will send the updated questionnaire to LT members to review, and then he will send the survey to members. Survey participants will be entered into a raffle for a **kindle**. Membership team had prepared the Long Term Member recognition plan; implementation will be done in the next fiscal year.

### **Education**

5 certification prep courses: CQA, CBA, CQE, CRE and CSQE were offered in the current fiscal year. The academy course on ISO 26000 did not take place because not enough people signed up.

### **Programs**

The last workshop for this fiscal year was the Harpoon Brewery tour held on June 10<sup>th</sup>, which was a free event for the members.

### **Communications**

In the next fiscal year, it was suggested that the communications chair should send individual emails to recognize the long term members and the programs chair should recognize them during the monthly workshops.

### **General**

Meeting minutes will be approved at a later date because the June 7<sup>th</sup> meeting did not have the required people to approve them.

Discussion

The next Leadership Team meeting will be on **August**

*\*\*Closed action items will be moved to the last section of the minutes.*

SORT COLUMN	PARKING LOT ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Chair	1. If new people are being brought to the LT meeting, advance notice is requested by the “sponsor” so that everyone is aware of their participation	All	Ongoing
Chair	2. Next LT meeting	All	August
Chair	3. <b>Write up blueprint for succession</b>	Jim	<b>Open</b>
Chair	4. Jim S to prepare a WCQI summary	Jim	Open
Chair	5. Template for LT members business cards	Jim	Open
Chair	6. How other sections deal with P.O.BOX	Jim	Open
Communications	7. Nomination needed for website maintenance/editor	All	Open
Education	8. Dave T. & Jim T to send thank you letter to Brian Burns	Dave T & Jim T	ASAP
Education	9. Education to review trainer payment policy by June	Dave Treffs	Ongoing
LT	10. Plan next year’s programs early	All	Open
LT	11. Communicate interest if you are interested in chair-elect position	All	<b>Ongoing</b>
Membership	12. Write up on achievement of retention goal of 74.8%	Scott	ASAP
Membership	13. Find out if the list of contacts on website is synchronized with the HQ list	Membership committee	Open
Membership	14. Voice of Customer survey	Scott	ASAP
Membership	15. Revisit communication (email) training/sent out	Membership committee	Open

Outreach	16. Jim to work with Ivan on press release	Ivan	Open
Outreach	17. Look for glove donations for GFB	Jim	Open
Programs	18. Section to hold an open house in September as the monthly program	Peter/Pat	Open
Programs	19. Send Jim a list of current year workshops	Peter/Pat	ASAP
Treasurer	20. Arnie to schedule the annual audit for the fiscal year 2010/11	Arnie	July
Treasurer	21. Arnie to submit the annual report and audit report	Arnie	August 15 <sup>th</sup>
Chair	22. Lt members to email Jim if they are interested in website training with Nina	Team	Closed
Chair	23. LT to re-evaluate fiscal year schedule of events and communications	Jim, Mary	Completed
Communications	24. Dave J to update the website with the new scholarship application deadline	Dave J	Closed
Education	25. D. Treffs to send email to request space (Brian)	D. Treffs	Closed
Membership	26. Reevaluate member recognition	Membership committee	Closed
Membership	27. Scott to ask Dave J about mass emailing	Scott	Completed
Membership	28. Scott to ask Dave J about mass emailing	Scott	Completed
Membership	29. Promote HQ incentives, meeting	Membership Committee	Closed
Membership	30. Questions on the education and certification to be added to VoC survey	Scott	Completed
Programs	31. Pat to speak with Arnie to get check to Harpoon to confirm date ( <b>waiting for invoice</b> )	Pat	Completed

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