



MEETING CALLED BY	ASQ- Leadership Team <b>Doubletree Hotel, Waltham, MA</b>
ATTENDEES:	Mary Marshall Paco Mowrey Falgen Patel Scott Howes Veronica Brenner Dave Treffs Jim Shore David Manalan Theresa McCarthy Pat Macdonald Roger Keller Bob Pojasek Jim Turner
CC:	

**Make sure you bring your LT binder to every meeting!!**

Agenda items:

1. Call to order and establish quorum *Complete*
2. Roles and Responsibilities *Complete*  
Mary – minutes/timekeeper  
Veronica – tangent alert
3. Review of open action items from previous meetings
4. QMP and Budget

**Quality Management Plan (QMP)**

Roger – *discussion of budget items that were forecasted, and not reported yet, specifically BOSCON, education (specifically marketing/advertising)*

Theresa – *discussion/coordinate intro slide deck*

David – *discussion if we should add membership incentive (BOSCON?) to postcard. Scott requests to add to new business.*

David – *discussion of someone needs to be responsible for website overall, i.e. take off expired events, etc. Should be webmaster? But committees should be accountable for their own pages. Front page should be clarified for role or responsibilities. Webmaster is only one who has permissions for front page? Jim T. reports that he is getting increased emails to certification email that are genuine inquiries.*

Roger – *any policy/rate determination involves money, must be a voted on by quorum. Mary suggested that policy be written and voted on once a year to set rates for the year.*

Jim/Theresa - *Continuity of positions/sustain organization discussed. Roger asked about past progression model and if it was appropriate to bring back. Jim will write up from the by-laws what expectations are for LT. Current committee members – Theresa to contact those and poll interest and see who wants to continue. Must put together slate and notify section of the acceptance, etc. Nominations from floor can be accepted, but must be present that day (at Business meeting), and must accept responsibilities at that time.*

Roger/Jim – *discussion of move from Fiscal to Calendar year. Not sure when this will be implemented*

Theresa – *ASQ mission statement needed to explain to those outside the industry*

#### 5. Updates from Chairs that were present

BOSCON – *25 registered so far, 2 mailings out, postcard to be sent, speaker email announcement to be sent next week*

Membership – *Grow Members: 157 new members (made QMP goal). Engage volunteers (5-6 new members, made Race to Retain goal). Increase Retention (RTR/QMP): Target 74.84%, or 700+. As of Feb: 323. Majority renew in May/June, graph projections still on target. Voice of Customer Survey, not complete. New Member (RTR/QMP): On track, but under budget (not doing gifts). Long-term members: Chart created. Need to reevaluate member recognition. Ongoing communications (RTR): no communication schedule yet, but can map out what has been sent, to show sending out regular and consistently (quarterly).*

Website – *David was not able to make the meeting but sent in this report:*

- *11 job postings approved in February.*
- *Value stream mapping workshop email blast sent 2/4 and 2/15. 549/3267 (16.80%) were opened*
- *Outreach email blast sent 2/23. 162/1067 (15%) were opened.*
- *Updated Programs page with new workshop content 2/22.*
- *Update main page to have "Welcome to ASQ" at the top of the page 2/22.*
- *Alice trained to post minutes on the website 2/22.*
- *Faculty page hidden per Dave Treff's request 2/28.*
- *Waiting for basic framework from Jim Turner for the certification page*
- *After investigating analytics on the website, I found 2 tools ("Webalizer" and "Awstats") but they weren't activated and have not been collecting data. I turned them today 3/1. Data will be compiled every 24 hours in the future.*
- *Still need to submit voice of the customer survey.*
- *Jim's comments: If the chairs have email blast or website update requests, I would appreciate it if they "Champion" the effort.*

Certification – *set for upcoming March 5<sup>th</sup> test, have proctors and location (Bentley). June set for BSC.*

Programs – *QMP update provided to Theresa. Kiva confirmed 5/19. Harpoon June Reserved \$300). Segway March 24<sup>th</sup>, only penciled in. Concerned with March dates. Lawrence Smith Exec Dir of Mass Excellence?*

Education – *start in March CQE (D. Treffs), CSQE (Pat Winston), Six Sigma (Green) (D. Treffs), CQA (Theresa). Schedule on website, except CQA (will be up now that confirmed*

Theresa as lead). Registration pages are up, and linked to blitz email. Bob P. is preparing first Academy course. 6 weeks, ISO26000. Set up/write policy/procedure for Education, with approval from LT.

Awards – writeups done, spoken to printer, nominees notified. Nametags ordered and given out. Testimonial award winner to be advertised at BOSCON. Member Leader Excellence award published at World Conference. Boston Society Award to be presented at BOSCON. Prepared according to requirements of HQ.

Nominations – next ASQ year, Theresa chair-elect. Business meeting must be held next month for rest of nominations. Chair, chair-elect, secretary and treasurer.

Outreach – last weekend, Greater Boston Food Bank, broke a record number of food processed. Will be sending out press release to promote. Backpack program. Looking for donations for plastic gloves, doesn't need to be sterile gloves.

Scholarship – on postcard

World Conference – Jim sent out emails to LT, 8 confirmed.

#### 6. New Business

Postcard – Designed, working on sending out as as soon as possible. Any additions need to be sent by no later tomorrow.

Section incentives – ideas to Membership committee

Started: 6:35 PM, Ended 8:45 PM

Discussion		
The next Leadership Team meeting will be <b>APRIL 5<sup>th</sup> DoubleTree Waltham (to be confirmed)</b>		
**Closed action items are highlighted in <i>Green</i> and moved to the last page of the minutes.		
PARKING LOT ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
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	<b>Ongoing</b>
2. Next LT meeting : April 5 <sup>th</sup>	All	Before next meeting
3. Open action items – refer to last month’s meeting	All	Before next meeting
4. David to get template of spreadsheet from Roger for advertising to give to Jim	David	Before next meeting
5. Theresa to give David contact for Granite State for advertising	Theresa	Before next meeting

6. David to send email to NEQC to post BOSCON on website	David	Before next meeting
7. BOSCON prep meeting (intro slides, etc.)	Theresa/Jim/David	31March11
8. Promote HQ incentives, meeting	Membership Committee	asap
9. Voice of Customer survey	Scott (Dave and Peter)	May/June 2011
10. Reevaluate member recognition	Membership committee	Before next meeting
11. Revisit communication (email) training/sent out	Membership committee	Before next meeting
12. Certification page content to Dave	Jim Turner	Before next meeting
13. David to contact Mass Excellence to see if backup speaker is available. Will need to obtain location (DT Waltham?)	David M.	Before next meeting
14. Pat to speak with Arnie to get check to Harpoon to confirm date	Pat	Before next meeting
15. Bob to get Academy info ( bio, description etc.) to David	Bob P	Before next meeting
16. Write draft of policies for Education	D. Treffs	ongoing
17. D. Treffs to send email to request space (Brian)	D. Treffs	asap
18. Poll existing nominated positions to see if interest is still there to hold on positions	Jim/Theresa	Before next meeting
19. Communicate interest if you are interested in chair-elect position. Send out to whole LT team	All	Before next meeting
20. Write up blueprint for succession	Jim	March
21. Jim to work with Ivan on press release	Jim	Before next meeting
22. Look for glove donations for GFB	Team?	March
23. Trifold for BOSCON	Membership	Before next meeting
24. Membership committee to discuss possible incentives for renewal -	Membership	Before next meeting

25. Nomination needed for website maintenance/editor	All	Next meeting
26. Dave T. to send thank you letter to Brian Burns for education efforts	Dave Treffts	Before next meeting
27. Education to review trainer payment policy by June	Dave Treffts	June
28. LT to re-evaluate fiscal year schedule of events and communications	Jim, Mary	June
29. Bob Pajasek to send training room requirements to Veronica	Bob Pajasek	ASAP
30. David Manalan to contact Mass Excellence for possible March 24 <sup>th</sup> event	David Manalan	ASAP
31. Jim Shore to finalize security details for June 4 <sup>th</sup> test date at BSC	Jim Shore	Completed
32. LT to send postcard info to Mary and Veronica	Mary, Veronica	2-MAR-2011
33. Complete post card	Mary, Veronica	4-MAR-2011

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