

6-14-05 Leadership Committee Minutes, St. Louis Section 1304

Attendees: Brenda Bishop, Jim Ebone, Cheryl Ferguson, Tony Indihar, Kathy Knecht, Steve Mundwiller, Kimm Parker, Tom Heusler, Tom Peterdy, John Seibold,

Minutes by Brenda Bishop

Called to order at 6:15 pm

- 1. **Secretary**
 - a. Minutes of last leadership meeting.
 - Minutes were not available.
- 2. **Treasurer**
 - a. LC discussed, reviewed & approved the Treasurer report.
 - Projected to be positive at year end.

3. Section Excellence Award Measures

Measure	STL	National
Member retention 12 month rolling average	71% through May 2005	???
Member Satisfaction	6.43	6.48
Member loyalty	8.35	8.37

:No statistically significant differences between STL #s and National #s.

- 4. **Business Plan Review (see next page)**
- 5. **Economic Case for Quality, Part 2**
 - The leadership committee determined that if some members are interested in pursuing this opportunity, they should present a plan to the leadership committee for approval.
 - Tom Peterdy expressed interest in participating if a team is put together.

Meeting closed at 7:30 pm

Business Plan for Section 1304

Submit your section's 2004-05 plan to HQ (smp@asq.org) and your RD by October 1, 2004. Achieve 75% of your goals and submit completed plan and cover letter to HQ (SMP@asq.org) and your RD by September 1, 2005.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status^	Results†	% of Goal Achieved ‡	Contact*	Comments
Increase Member value	SMP	Participate in SMP (Sustaining)	On-going	Performance to business plan	75% goal accomplishment	A	86%	115%	R. Herhold T. Peterdy	
Increase Member Value	Leadership Committee participation	Track leadership Committee meeting attendance. Distribute meeting agendas and track action items (Sustaining)	Monthly	Attendance	50% average	O	YTD 51%	100%	B. Bishop	
Increase Member Value	Leadership Committee Meetings	Schedule and hold leadership committee meetings	Annual	No. of meetings	10 or greater	C	YTD 11	110%	B. Bishop	
Increase Member Value	Ensure Fiduciary Responsibility	Stay within or exceed budget requirements (New)	Annual	Performance to budget	+3% or > budget	A	YTD +3000%	3053%	J. Seibold	
Increase Member Value	Membership meetings	Schedule and hold membership meetings	Annual	No. of meetings	9	C	9	100%	T. Heusler T. Indihar	
Increase Member Value	Provide high quality workshops and speakers	Increase member attendance at dinner meetings. (New)	Monthly	Increased attendance	Annual average 5% increase over 2004/05	B	-1%	-20%	T. Heusler	Actual average 54. Goal was 58. Last year's average was 55.
Increase Member Satisfaction	Conduct meeting evaluations	Administer a membership meeting survey for each workshop and speaker. (Sustaining)	Monthly	% Satisfied	Average overall satisfaction rating of 3.5 or higher	A	YTD 4.03	115%	T. Heusler	
Increase member value	Utilize diversity. Increase collaboration with external organizations	Hold meetings with other professional societies. (New)	June-05	Number of meetings	1	C	1	100%	T. Heusler	
Increase Member Value	Place ads for meetings	Place ads in the public domain for membership meetings	Annual	No of ads	4	C	11	275%	S. Mundwiller	
Increase member value	Newsletter	Meet all scheduled commitments for newsletter and meeting announcements. (New)	On-going	Mailed on time	100% on time	C	100%	100%	C. Ferguson	
Increase Member Value	Conduct section survey	National Survey (Sustaining)	On-going	Increase satisfaction	Exceed 2003/04 average	B	6.48 2005 6.74 2003	-4%	B. Bishop	6.48 2005 6.74 2003

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status [^]	Results [‡]	% of Goal Achieved [‡]	Contact*	Comments
Increase Member Retention	Retention	Contact unpaid members to encourage membership participation. (Sustaining)	On-going	Number of unpaid members contacted	40%	D		0%	S. Young	Not possible to get information from National.
Improve Member Retention	New member Recognition	Recognize all new standard memberships (i.e. phone, letter or other notification). (Sustaining)	On-going	Number of new standard members recognized	100%	O	100%	100%	S. Young	
Increase Member Value	Senior membership	Promote senior membership benefits. (Sustaining)	On-going	# of senior members	8 senior members	A	138	90625%	J. Ebone	Increase from 56 in 7/04
Increase Member Satisfaction	Education	Administer a satisfaction survey at the conclusion of each refresher course. (Sustaining)	Each course	% satisfied	3.5 or higher average score	C	YTD 4.95	141%	C. Turnbull/K. Parker	Fall CQA 5.0/5.0 Fall CQA 4.85/5.0 Spring CQA 4.99/5.00 Spring CQA 5/5 Spring CQE (no survey administered)
Increase Member Value	Education	Track refresher course pass rates and compare with national averages. (Sustaining)	Each Course	Pass rate	Meet or exceed national average	C	87.5%	100%	C. Ferguson	Fall CQIA 4/4 Fall CQA 3/4
Increase Member Satisfaction	Awards	Recognize section members who pass certification exams. (Sustaining)	April-05	Number of recipients	Recognize all certification recipients	C		100%	S. Young/T. Indihar	
Increase Member Value	Certifications exams	Administer certification exams	Annual	No. of exams	4	C	4	100%	C. Ferguson/ K. Parker	
Increase Member Value	Scholarship	Award scholarship to deserving student (requires applicants)	April-05	Evaluate applicants	Scholarship awarded	C	Awarded at April meeting	100%	T. Indihar	Sarah Blackburn was the recipient
Increase Member Value	Conference	Organize and Conduct a Spring Conference. (Sustaining)	April-05	Number of Attendees	Conduct conference	C	Held 4/29	100%	R. Herhold	47 attendees \$3960.83 profit Ave. eval 4.5
Increase Member Value	Web site maintenance and enhancement	Improve and promote use of section's web site. (Sustaining)	Annual	Hits on web site	1200 Monthly average	A	YTD 1282 Monthly average	107%	E. Schellenberg	

Columns with bold headings are required.

[^] This can be used for tracking progress. A common legend to use: A (ahead of schedule), B (behind schedule), O (on schedule), C (complete), H (on hold), D (dropped)

[‡] These columns must be filled in when plan is submitted for the Total Quality Award.

* Who is responsible for this activity?