

ASQ Princeton Section 307
2004 – 2005 Section Management Plan

- Section Objectives:
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| (1) Increase Member Value | (2) Increase Satisfaction with the Section |
| (3) Encourage Participation | (4) Increase Member Retention |
| (5) Enhance Information Exchange | (6) Champion Performance Excellence |
| (7) Section Basic Requirements | |

Objective	Activity	Measure	Goal	Results
PROGRAM ELEMENT, Fred Lutz Program Committee (Fred Lutz)				
1,2,3,4,5	1. Coordinate and deliver monthly Dinner Meeting Programs	Number of monthly programs held	8 monthly programs per year	Completed. Conducted 8 monthly programs.
1,2,3,4,5	2. Coordinate and deliver monthly Facility Tours	Number of tours held	2 tours per year	Completed. Conducted 2 tours.
2,3,5	3. Administer Member Satisfaction Surveys at monthly Dinner Meetings & Facility Tours. Analyze and present results to E-Board.	(a) Number of Member Satisfaction Surveys administered each month (b) Timely presentation of survey results presented to E-Board on monthly basis (c) Member satisfaction ratings presented to E-Board on monthly basis	(a) Administer survey at all monthly meetings/facility tours (b) Survey results analyzed and presented to E-Board at meeting immediately following each event on monthly basis (c) Survey – overall satisfaction rating of 4.0	Completed. Satisfaction surveys distributed, collected and analyzed for all monthly meetings and tours. Overall satisfaction rating = 4.27.
6,7	4. Review & Revise Dinner Meeting Management Process	Modify to current process	Complete by 6/30/05	80% Complete. Reviewed and updated the Dinner Meeting Management Process; final review and approval by the Program Committee is not yet complete.
PUBLIC RELATIONS ELEMENT, Jitu Balar Newsletter Committee (Lamia Metwally); Internet Liaison/Webmaster/Share Point Administrator (Bhavani Veerapaneni); Advertising Committee (Jitu Balar)				
1,2,3,5	1. Issue four (4) newsletters during the year	On-time receipt by members	100%	Completed. Published 4 issues of the newsletter; 100% of the issues were published on time.
1,2,3,5	2. Increase page content of newsletter	One newsletters with at least 10 pages	100%	Withdrawn. Our Printer informed us that printing a 10 page newsletter is not practical and that we would have to increase the length to 12 pages. We agreed this would not be a practical goal at the present time.
1,2,3,5	3. Continue recognizing members passing certification and	Soon after the certification or recertification	100%	75% Complete.

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	recertification	occurs		Recognized members who passed certification exams or completed recertification journals at the June Dinner Meeting; published names of members who passed certification exams in the summer issue of the newsletter.
1,2,3,5	4. Observe newsletter advertising policy	Advertising material in newsletter < 25%	100%	Completed. All issues of the newsletter conformed to the advertising policy.
2,3,6,7	Invite local businesses to sponsor Section dinner meetings	One meeting sponsor	100%	Completed. Secured one sponsor. Convatec is hosting the Section's monthly E-Board meetings.
1,2,5	Maintain and continually improve Section website	Feedback and minimal complaints from members	100%	80% Complete. The website was maintained and updated in a timely manner throughout the year, except for several weeks when the webmaster was away on vacation and backup support was unavailable.
2,3,6,7	Post general meeting sponsor information on the website	Posting of sponsor information	100%	Completed. Sponsor information was posted on the website in a timely manner.
2,3,6,7	Continue tracking the number of website hits per month	Excel graph	Report to EB each month	90% Complete. Reports on website hits and activity were presented at E-Board meetings, except for the brief time when the webmaster was away on vacation.
MEMBER SERVICES ELEMENT, Fred Goodman Placement Committee (Esperanza Renard); Membership Committee (Peter Sheren)				
1,3,4	1. Recognize all new members with a welcome letter and information packet	Issue welcome package within one month of membership	100%	Completed. Sent welcome letter and information packet to all new members within one month of membership.
1,3,4	2. Contact all new members via telephone; solicit input on why they joined ASQ	Contact new members within 2 months of membership	75%	Completed. 75% of new members were contacted

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				via telephone within 2 months of membership.
1,3,4	3. Provide ASQ membership information and actively promote ASQ membership at all section functions	Provide membership information at monthly dinner meetings, courses, conferences and seminars	Membership information available at 100% of section sponsored events	Completed. Membership information was available at all Section sponsored events.
1,3,4	4. Identify and provide information to local ASQ members not affiliated with the section.	Identify local members below Regular member level and provide them with information regarding section meetings, etc	100% of all identified	Withdrawn. We decided that pursuing this goal would not be the most effective use of Section resources, since information on all Section events and contact information for Section officers and committee chairs are available on the Section's website.
1,3,4	5. Manage the job posting process	1. Job postings meet Section standards 2. Correctly formatted jobs are posted on the website within 1 week of receipt..	75% of job postings	Completed. 75% of correctly formatted job postings were posted on the Section's website within 1 week of receipt.
1,3,4	6. Promote the Section's job posting service	Promote the Section's job posting service to Section members, local businesses and organizations.	Promote the job posting service at Section meetings and events. Promote the job posting service to local business and organizations. Advertise the job posting service through chambers of commerce and other applicable organizations.	Modified Goal and Completed. Publicized the job posting service in the Section's newsletter and at Section events; established relationships with other sections to enable the posting of jobs outside the immediate area; more than doubled the number of job postings.
EDUCATION ELEMENT, Paul Kiefer, Jr.				
Education Committee (James Polites); Recertification Committee (Alkesh Amin); Chief Proctor/Certification Committee (Pete Andersen)				
1, 2, 3, 4, 5, 6	1. Identify potential certification refresher offerings by early August 2004	2004-2005 certification refresher course offerings posted on section web site	Offer a minimum of 15 courses	Completed. Offered 21 courses.
1, 2, 3, 4, 5, 6	2. Prepare, publish & distribute 2004-2005 Education Catalog	2004-2005 Education Catalog mailed to all Section members	Complete by 8/16/04	Completed. Mailed Education Catalog 8/17/04.
1, 2, 4, 5, 6	3. Deliver all certification refresher courses with at least four (4) paid participants if acceptable to the instructor(s).	Courses with four (4) or more paid participants acceptable to instructor(s).	Deliver all courses meeting criteria	Completed. Delivered 100% of courses meeting registration criteria.
1, 2, 3, 4, 5, 6	4. Increase participation in certification refresher courses	Participants registered for courses	Increase the number of participants by 50% compared to 2003-2004.	Not Completed. Enrollment in 2004-05

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				increased slightly (5%) compared to 2003-04., well short of our goal of a 50% increase. However, the Education Committee established good working relationships with several companies during the year, which should help us increase enrollment in the future.
1, 2, 3, 4, 6	5. Review recertification journals	Reviews completed within two (2) weeks of receipt	95% of reviews completed on time	Completed. 95% of the reviews were completed within 2 weeks of receiving the recertification journal.
1, 2, 3, 4, 6	6. Offer ASQ certification exams	Exams administered	95% of the number requested	Completed. Administered 100% of exams requested.
1, 2, 3, 4, 6	7. Publicly recognize section members who pass certification exams or achieve recertification	<ul style="list-style-type: none"> Names reported in <i>Quality Focus</i> Recognition of those attending June 2005 dinner meeting 	<ul style="list-style-type: none"> Next issue after receiving exam results from ASQ or report from Recertification Chair Recognition of all attending meeting 	75% Complete. Recognized members who passed certification exams or completed recertification journals at the June Dinner Meeting; published names of members who passed certification exams in the summer issue of the newsletter.
EXECUTIVE BOARD RESPONSIBILITIES				
Treasurer (John Koellisch); Secretary (Geri Breen); Examining Committee (Ed Heidelberg); SMP (Bill Eventoff); NEQC/ SAC/DAC Liaison (Jayesh Dalal); Nominations (Christine Andreas); Scholarship Committee (Ed Heidelberg); Auditing Committee (Bhavani Veerapaneni)				
7	1. Submit audited financial report to HQ by August 15, 2004	Submit to HQ	August 15, 2004	Completed. Audited financial report submitted to HQ on time. (8/5/04)
6, 7	2. 2003-04 Business Plan with results and cover letter	Submit to HQ	September 1, 2004	Completed. 2003-04 Business Plan with results and cover letter submitted to HQ on time (8/11/04).
7	3. 2004-05 Section Budget	Submit to HQ and RD	October 1, 2004	Completed. 2004-05 Section Budget submitted on time. (9/2/04)
1,2,4,6,7	4. 2004-05 Business Plan	Submit to HQ and RD	October 1, 2004	Completed. 2004-05 Business Plan submitted on time (9/2/04).
1,2,4,5	5. Conduct member needs assessment	Solicit input from members at dinner meetings, via newsletter articles, and via	Solicit input at add dinner meetings, in all quarterly newsletters, and	75% Complete. Input from members solicited on all

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		surveys on specific topics.	conduct one survey on a specific topic.	dinner meeting surveys and via newsletter articles.
7	6. 2005-06 Officer List	Submit to HQ and RD	Meet 2005-06 SMP deadline	Completed. 2005-06 Officer List submitted on time (4/19/05).
7	7. 2005-06 Committee List	Submit to HQ and RD	Meet 2005-06 SMP deadline	Completed. 2005-06 Committee List submitted on time (5/21/05).
3,5,7	8. Make the 2004-05 SMP (or a summary) available to Section members	Key objectives distributed to members or posted on website and availability announced in newsletter.	Key objectives available to members one month after deadline for submitting 2004-05 SMP to HQ	Completed. 2004-05 SMO made available to members on time.
3,5,7	9. Make the 2004-05 Operating Budget available to Section members	Operating budget (or a summary) distributed to members, or posted on the website and availability announced in the newsletter.	Operating budget (or summary) available to members one month after the deadline for submitting the 2004-05 SMP to HQ.	Completed. 2004-05 Operating Budget made available to members on time. (10/12/04)
3,5,7	10. Make the 2003-04 Annual Report (or a summary) available to Section members	Annual report (or a summary) distributed to members, or posted on the website and availability announced in the newsletter.	Annual report (or a summary) available to members one month after the deadline for submitting the annual report to HQ.	Completed. 2003-04 Annual Report made available to members on time
3,5,7	11. Make minutes of E-Board meetings (or a summary) available to Section members	Quarterly summary of E-Board activity distributed to members, or posted on the website and availability announced in the newsletter.	Summary of E-Board activity published quarterly.	Completed. Goal revised due to resource constraints. Notice of availability of minutes will be posed on the Section's website.
1,2,3,4	12. Increase member participation in the Section	Solicit volunteers in Section publications, on the website and at Section events. Invite members to attend E-Board meetings in Section publications on the website and at Section events. Follow up with members who express interest in becoming Section volunteers.	Recruit 2 additional Section volunteers	Completed. Volunteers solicited at all monthly dinner meetings; call for volunteers published on website and in newsletter; volunteers solicited in newsletter articles; followed up with all potential volunteers; successfully recruited more than 2 additional Section volunteers.
3,4	13. Consider how the member model affects Section activities	Identify actions required to integrate new member model into Section activities. Implement identified actions.	75% of identified actions implemented.	Complete. Completed evaluation and established procedures for making required information available via the Section's website.
3,7	14. Update Section policies and procedures to align the new SOA and the Section's practices	Identify Section practices that should be retained that are not covered by and do not conflict with the new SOA.	100%	50% Complete. Completed evaluation; Will form committee to prepare

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		Establish policies and procedures to implement these practices.		required policies and procedures during 2005-06.
7	15. Identify slate of officers for 2005-06	Present slate at February 2005 dinner meeting	2/2005	Completed. Call for nominations issued at 2/05 dinner meeting; slate of candidates completed early 3/05.
7	16. Hold elections for 2005-06	Conduct elections at April 2005 dinner meeting	4/2005	Completed. Elections held at 3/05 dinner meeting
3,5,7	17. Publicize and conduct monthly E-Board meetings	Conduct meetings; prepare agenda; track action items. Publicize via newsletter, meeting announcements and website.	Publicize meetings – 100% Hold monthly E-Board meetings – 90%	Completed. Meetings held each month. All meetings were publicized on the Section's website and in the monthly meeting announcements.
5,7	18. Participate in quarterly Region 3 conference calls	Provide Section input for each conference call	Participate in each call directly or by providing input.	Completed. Directly participated in 3 of 4 quarterly conference calls; provided input for all quarterly conference calls.
1,3,5,7	19. Act as liaison to North East Quality Council (NEQC), Section Affairs Council (SAC) and Division Affairs Council (DAC)	Publicize information in Section publications and on website.	Provide information on NEQC, SAC and DAC via appropriate communication channels in a timely manner (e.g., post on website within one month, present at earliest E-Board meeting, include in next issue of newsletter).	Completed. Information on significant activities, such as conferences, was communicated to the E-Board in a timely fashion. Participated in NEQC annual conference.
1,3,5,6,7	20. Send interested leadership members to training opportunities	Publicize training opportunities and identify members interested in participating.	A minimum of one (1) member will attend training	Completed. 4 E-Board members attended Region 3 April training sessions
1,3,6	21. Award Ed Shecter Memorial Scholarship	Identify recipient	June 2005 dinner meeting	Completed. The scholarship was awarded at the June dinner meeting.