

ASQ Princeton Section 307
2006 – 2007 Section Management Plan
August 23, 2007 Version

- Section Objectives:
- | | |
|--|--|
| <ul style="list-style-type: none"> (1) Increase Member Value (3) Encourage Participation (5) Enhance Information Exchange (7) Section Basic Requirements | <ul style="list-style-type: none"> (2) Increase Satisfaction with the Section (4) Increase Member Retention (6) Champion Performance Excellence |
|--|--|

Objective	Activity	Measure	Goal	Results	% of Section Goal
PROGRAM ELEMENT					
Program Committee (Armand Mintancian)					
1,2,3,4,5	1. Coordinate and Deliver monthly dinner meeting program that ties to a central theme and delivers practical value to our members in their careers. (Owner - Program Committee Chair)	# of monthly Dinner Meetings	6 Dinner Meetings (December skipped)	Five Dinner meetings were delivered	83%
1,2,3,4,5	2. Coordinate and Deliver facility tours that support our central theme and delivers practical value to our members. (Owner - Program Committee Chair)	# of facility tours coordinated	2 tours	Two tours were delivered	100%
1,2,3,5	3. Monthly Satisfaction Survey delivered at the monthly dinner meeting. (Owner - Program Committee Chair)	<ul style="list-style-type: none"> 1. # of surveys completed and returned 2. Timely presentation of member satisfaction ratings to E-Board 	<ul style="list-style-type: none"> 1. 95% of member attendance 2. Monthly E-Board Meeting 	Satisfaction Survey delivered and Executive Committee members notified via e-mail	100%
2,3,7	4. Updates on Dinner Meeting Topics on the Princeton ASQ website at least 30 days in advance of the meeting. (Owner - Program Committee Chair)	# of meetings posted in timely manner	100% compliance	All meetings were posted in a timely manner.	

PUBLIC RELATIONS ELEMENT					
Newsletter Committee (Jitu Balar/Fred Goodman); Internet Liaison/Webmaster/Share Point Administrator (Alok Shah)					
1, 2, 5	1. Maintain and continually improve Section website (Owner - Internet Liaison/Webmaster/Share Point Administrator)	Feedback and minimal complaints from members	Respond to all feedback Less than 2 complaints/month	Responded to all feedback and no complaints were received	100%
2, 3, 5, 6,	2. Post general meeting sponsor information on website (Owner - Internet Liaison/Webmaster/Share Point Administrator)	Timely posting of sponsor information	Sponsor information posted within 7 days of receipt.	No meeting sponsor information was received.	100%
2, 3, 5, 6	3. Continue tracking the number of website hits per month (Owner - Internet Liaison/Webmaster/Share Point Administrator)	Timeliness and completeness	100% of monthly measures of website hits available. Report on website hits per month available at 90% of E-Board meetings.	100% of monthly measures on website were available. Reports were not updated	50%
1, 2, 4, 5, 7	1. Publish section's Newsletter (Owner - Newsletter Committee Chair)	At least three issues of the Newsletter	On time publication	Three issues of the Newsletter were published on time	100%
1, 2, 3, 4, 5, 6,	2. Recognize members for achieving and maintaining the certification (Owner - Newsletter Committee Chair)	In the section's Newsletter publish names to recognize the members	All names published in one issue of the newsletter.	Names were published	100%
MEMBER SERVICES ELEMENT					
Placement Committee (Esperanza Renard); Membership Committee (Peter Sheren)					
1,3,4	1. Recognize all new members with a welcome letter and information packet (Owner - Membership Committee Chair)	Issue welcome package within one month of membership	100%	100%	100%
1,3,4	2. Provide ASQ membership information and actively promote ASQ membership at all section functions (Owner - Membership Committee Chair)	Provide membership information at monthly dinner meetings, courses, conferences and seminars	Membership information available at 100% of section sponsored events	100%	100%
1,2,4, 5	3. Manage the job posting process (Owner - Placement Committee Chair)	1. Job postings meet Section Standards 2. Correctly formatted jobs are posted on the website within one week of receipt.	80 % of job postings	Job postings meet or exceed 80 percent target and were posted within a week of receipt.	100%
1,2,4, 5	4. Promote the section job posting service (Owner - Placement Committee Chair)	1. Promote the sections job posting service to section members, local businesses and organizations. 2. Continue to network with other ASQ Placement Chairs to exchange job listings	Promote the job posting service at section meetings and events. Promote the job posting service to other organizations within ASQ.	Job postings were promoted at each Section meeting and event through the monthly meeting announcement	50%

EDUCATION ELEMENT					
Education Committee (Lamia Metwally); Recertification Committee (Alkesh Amin); Chief Proctor/Certification Committee (Pete Andersen)					
1, 2, 7	1. ASQ Recertification. (Owner - Education Committee Chair, Recertification Committee Chair)	Timely review of recertification journals (Defined as completing review process within two (2) weeks of receipt).	Maintain performance results at 95% for 2006-2007.	97% of recertification journals were reviewed in a timely manner	100%
2, 3, 4, 6, 7	2. ASQ Member Recognition for achieving certification/recertification. (Owner - Recertification Committee Chair, Section Chair)	Percentage of section members recognized who pass certification exams. Percentage of section members recognized who achieve recertification	100% recognition of both groups in the newsletter and at the June dinner meeting.	Groups were recognized in the Newsletter but not at the June meeting	50%
1, 3, 6, 7	3. ASQ Certification Examination. (Owner – Chief Proctor/Certification Committee Chair)	Number of certification exams offered.	95% of exams requested	All exams were offered as per ASQ Schedule	100%

EXECUTIVE BOARD RESPONSIBILITIES					
Treasurer (Ann McDonald); Secretary (John Koellisch); SMP (Eduardo Heidelberg, Fred Lutz, Jitu Balar); Nominations/ NEQC/SAC/DAC Liaison (Bill Eventoff); Scholarship Committee (Christine Andreas); Auditing Committee (Bhavani Veerapaneni)					
6, 7	1. Submit 2005-06 Business Plan with results and cover letter to HQ and RD by September 1, 2006. (Owner: Chair and Immediate Past Chair)	Date submitted to HQ and RD	September 1, 2006	Completed August 20, 2006	100%
1,2,4, 6,7	2. Submit 2006-07 Business Plan to HQ and RD by October 1, 2006. (Owner: Chair)	Date submitted to HQ and RD	October 1, 2006	Completed September 24, 2006	100%
7	3. Identify and present a slate of officers for 2007 - 2008 (Owner - Nomination Committee Chair)	Date slate of officers presented	February 2007 (at the Section's February dinner meeting)	Presented at February 15, 2007 meeting	100%
7	4. Hold elections for officers for 2007 - 2008 (Owner - Nomination Committee Chair, Section Chair)	Date elections are completed	April 2007	Elections completed March 15, 2007	100%
1, 2, 3, 4, 5	5. Act as liaison to North East Quality Council (NEQC), Section Affairs Council (SAC) and Division Affairs Council (DAC) (Owner - NEQC/SAC/DAC Liaison)	Publicize NEQC, SAC and DAC information at E-Board meetings, on the Section's website and in the Section's newsletter.	Pertinent information presented at the earliest E-Board meeting, included the next available issue of the newsletter, and posted within 30 days on the Section's website.	Completed. Pertinent information was presented at the E-Board meetings, posted on the website and published in the newsletter.	100%
3,5,7	6. Post the minutes of E-Board meetings (or a summary) on the Section's website. (Owner: Secretary)	6a. Timeliness. 6b. Percentage of E-Board meeting minutes posted on the website.	6a. E-Boards meeting minutes (or a summary) posted on the Section's website within 10 days of being approved by the E-Board. 6b. 100%	Meetings were posted within 10 days on the Website and on Sharepoint	100%
7	7. Submit verification Reconciliation reports monthly (Quarterly at least) to Chair, Treasurer (Owner: Treasurer)	Verify bank statements and Treasurer Checking account	Monthly (Quarterly at least)	Verification Reconciliations were completed on a monthly basis	100%
7	8. Submit audited financial report to	Date submitted to HQ	August 15, 2006	Completed by August 15, 2006	100%

	HQ by August 15, 2006. (Owner: Treasurer and Auditing Committee)				
7	9. Submit 2006-07 Section Budget to HQ and RD by October 1, 2006. (Owner: Treasurer)	Date submitted to HQ and RD	October 1, 2006	Completed September 25, 2006	100%
1,3,6	10. Award Ed Shecter Memorial Scholarship at the Section's June dinner meeting. (Owner: Scholarship Committee)	Date scholarship awarded	June 2007 dinner meeting	No applications were received, therefore the scholarship was not awarded	0%
3,5,7	11. Develop pilot Succession Planning program (Owner: Chair)	Increase number of members qualified to Chair a Committee	Identify two members not currently Chairs to be mentored to Chair two different committees.	Armand Mintanciyan and Lamia Metwally were identified and appointed to Chair the Program and Education committees respectively. Richard Herczeg was mentored to become Treasurer for 2007-2008	100%
				OVERALL RESULT	89.7%