

Fiscal Year: 2012 – 2013

This form is available at: <http://www.asq.org>. Member-leaders are to update the QMP Chair with their results. QMP Chair is to send to ASQ with a cover letter verifying that 75% of goals have been met. Send to Member Unit Leadership Committee, Regional Director for Sections, DRD, QMP Committee Representative for Divisions and (gmp@asq.org) by **October 1st**. Submit your **current year** Member Unit's plan to the Member Unit Leadership Committee, your Regional Director for Sections and QMP Committee Representative for Divisions gmp@asq.org by **June 30th for Divisions & October 1st for Sections**.

Quality Management Plan for Richmond ASQ Section 1104

Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments and Results
Objective I. Grow Means via Certification & Training								
1 Certification	Administer certification exams locally per HQ schedule locally	Oct-12, Dec-12 Mar-12, Jun-13	Num: # certification exam sessions Denom: 4	4 certification exams administered if registration sufficient			J. Britt	Exam #Participants #Passing Oct-11 — — Dec-11 — — Mar-12 — — Jun-12 — —
2 Re-Certification	Facilitate re-certification by processing & submitting re-certification packages for membership	On-going	Num: # of re-certification packages received locally that are processed & submitted to HQ (fax or mail) within 10 days of receipt Denom: total # of re-certification packages received locally	80% of re-certification packages received locally are processed & submitted to HQ within 10 days			G. Kvasnicka	Jul-December 2012 Cycle: ____ Jan-June 2013 Cycle: ____
3 Certification & Re-Certification	Facilitate certification & re-certification by providing quick access to certification & re-certification information & application through a hot link on Section 1104's website	On-going	Section website has working link to ASQ certification & re-certification information, including application yes=100% no=0%	Working link to certification & re-certification information checked quarterly			B. Reynolds	Quarterly Checks: _____
4 Programs/Education	Provide local professional development events via educational presentations or plant tours at monthly Section	Sep-12 to May-13	Num: # educational sessions held Denom: 4	≥4 educational sessions held			A. Bouldin	

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	meetings							
5 Victor Gray Educational Grant	Promote availability of educational grant(s) to Section member(s) for use in approved education or certification endeavor (i.e., ASQ World Congress, course, certification exam) per established P&P.	Jul-12 to Jun-13	Criteria & eligibility requirements reviewed/revise Grant publicized	Make funds available to members for educational endeavors			Deb Newman	
6 Training & Education	Offer training classes in preparation for certification	Jan-13 to Jun-13	# Prep classes offered	Prep classes offered			B. Reynolds	
Objective II. Increase Member Loyalty & Retention								
1 Personal contact to facilitate networking & interaction	To promote loyalty, interaction, and networking (an expressed membership need), the Leadership Team will greet and acknowledge attendees at Section meetings, and, identify new members, milestone members, and guests for recognition at monthly meetings	Sep-12 to May-13	Num: # meetings with leadership greeting members Denom: # Section meetings	≥ 80% of meetings			L. El-Shall J. Eshler L. Morales B. Reynolds Leadership Team	
2 Award & Recognition Ceremony	Improve member satisfaction & retention, and encourage involvement by acknowledging & thanking volunteers for supporting section activities & advancing quality concepts	Spring 2013	# Award Presentations conducted	≥ 1 Award Presentation conducted			B. Reynolds L. El-Shall	
Objective III. Grow Membership								
1 Financial Incentives	Boost meeting attendance via financial incentive (meal	Sep-12 to May-13	# financial incentive(s) or subsidized event(s) provided	≥ 1 financial incentive or subsidized event provided			J. Eshler D. Newman	

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	coupon) for unemployed or new members, guests, or students, or, subsidize an event							
2 Meeting Notices	Enhance attendance by providing advance notice of 2012 – 2013 Section 1104 meeting schedule topics and locations with Email registration link & updates as necessary	Sep-12 to May-13	Num: # meetings posted on ASQ 1104 & ASQ National Websites, via ASQ 1104 Linked in, & via Newsletter in advance of section meeting Denom: # Section meetings	95% of Section meetings communicated in 4 venues in advance of section meeting, i.e. on Section Website. LinkedIn, Newsletter and ASQ National Website			S. Douthat D. Newman B. Reynolds	
3 Meeting Incentive	Increase satisfaction & attendance via “give-aways” at Section meetings (books, dinner coupons, promotional items)	Sep-12 to May-13	# “giveaways”	≥ 1 “giveaway”/meeting			J. Eshler D. Newman	
4 Promote quality related events via publicity & advertising	Advertise events (conferences, educational events, professional development opportunities) held by Section 1104, ASQ National, other nearby ASQ Sections, and/or other local quality-related activities to membership and other Sections.	Sep-12 to May-13	# events advertised	≥ 2 events advertised			S. Douthat D. Newman B. Reynolds	
IV. Increase Member & Member Leader Satisfaction*								
1 Member Recognition	Increase member satisfaction & loyalty by acknowledging professional achievements & certifications	Sep-12 to May-13	Num: # Professional achievement/certification member listings acknowledged at section meetings	≥ 1 member acknowledged for achievements and/or contributions			D. Newman B. Reynolds	

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			Denom: # Section meetings					
2 Training & Education	Increase member satisfaction via providing Auditor Training Classes	Jan-13 to Jun-13	# training sessions held	≥ 2 training sessions in auditing			T. Burns	
3 Leadership Training	Host Leadership training for Section Leaders in Region 11b (<i>This goal will be revised if another section requests to have Leadership Training in their vicinity.</i>)	Summer 2013	Training conducted # Officers & # Chairs attending	Training conducted/attended At least 1 Officer and 3 Chairs of 1104 Leadership Team attend if held by 1104 or At least 2 from 1104 attend if held by another section.			G. Kuhn	
4 Job Placement	Identify & examine ways to assist unemployed members in locating job possibilities	On going	Working links on website to Section Placement Chair & to HQ career assistance	A plan to assist members in locating employment			A. Bouldin G. Kvasnicka S. Douthat	
Objective V. Increase Impact as Members of the Quality Community								
1 Support Quality in the Community	Promote quality in Virginia business operations by recruiting Section 1104 members to serve as examiners or other volunteer positions for SPQA-VA	Ongoing	# of Section 1104 members recruited to serve as examiners or other volunteer positions for SPQA-VA	≥ 2 Section 1104 members active in SPQA-VA				
2 Audit Resource Network (ARN)	Support ISO management system registration and compliance efforts by providing low cost pre-registration audits to the business community, & offering auditing education & experience for Section members	July-12 to Jun-13	# Audits completed	≥ 2 Audits completed			T. Burns	

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3 Social Responsibility	Member support of the community via Section/member participation such as: CARITAS, Food Drive, Military Family Assistance, Habitat for Humanity, etc.	Ongoing	# activities selected # of members participating in the selected activities	Section participation in ≥ 2 events to support the community			A. Bouldin	
Objective VI. Improve Process Performance via Use of Technology & Measurement								
1 Maintain Web Presence	Continue Section 1104 Group in LinkEd-In	Jun-12 – Jul 13	ASQ Section 1104 Group on LinkEd-In Yes=100% No=0%	Provide another venue for information/knowledge exchange			C. Ellis	
2 Internal Evaluation	Evaluate monthly section meetings (& other Section events) & implement improvements in response to customer complaints and/or suggestions	Sep-12 to May-13	# of improvements and/or suggestions implemented	≥ 1 improvement or suggestion implemented			L. Morales B. Reynolds	
Objective VII. Meet and/or Exceed Section Operational Requirements								
1 Section Requirements	Ensure that Section Agreement is up-to-date & signed	October 2012	Up-to-date Section Agreement on SharePoint	Meet Section Operational Requirements			L. Morales L. El-Shall	

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Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments and Results
2 Fiscal Accountability & Reporting	Propose budget & review it quarterly. Ensure all required reports are submitted on time	Ongoing	Submit annual Audit Report by TBA Submit budget by Oct-1-2012 Submit 1099 Report Form TBA Submit Quarterly cash reports by TBA Submit Section financials closed by TBA	Maintain Section solvency and meet fiduciary responsibilities			T. Burns J. Eshler L. Morales C. Parham	
3 Section Business Plan (QMP)	Review all input sources & develop Section Business Plan based on identified focus areas & member needs & priorities Conduct activities & submit completed plan	Ongoing	Submit completed QMP for 2012-2013 by Oct-01-2012 Future dates to be announced	Conduct Section activities that meet membership needs & are in accordance with national & regional focus areas			L. Morales Leadership Team	
4 Section Leadership Selection	Seek slate of nominees via membership. Elect Section Officers & appoint Committee Chairs	Spring 2013	Elected Officers & appointed Chairs submitted to national by date to be announced	Recruit & maintain an engaged Leadership Team to guide Section activities			C. Milton D. Newman Leadership Team	
5 Section Leadership Involvement	Conduct regularly scheduled LT meetings & participate in conference calls conducted by the RD	Ongoing	Quarterly Leadership Team Meetings Each Leadership Team Member takes ownership of at least one activity on the SMP.	Maintain engaged Leadership Team who are accountable for the Section's activities			L. Morales B. Reynolds Leadership Team	
6 Communication	Communicate to members, in accordance w/ ASQ guidelines, to keep them apprised of Section activities & other quality-	Ongoing	# Meeting Notices & Section Updates sent to members	Communicate w/membership @ least quarterly			D. Newman B. Reynolds M. Turner Leadership Team	

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Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved‡	Contact*	Comments and Results
	related events of interest							

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?

Section Meetings & Indicators Tracked								
Date	Topic	Speaker	Location	# Attending	# Coupons Redeemed	# New Members	# Guests	Overall Meeting Satisfaction*
Sep-11-2012	Kepner-Tregnoe	Joe Cunningham	Dolce Vita					
Oct-8-2012	ASQ Certification & The Process	Terry Burns	Vietnam Gardens					
Nov-13-2012		Mark Oakes	Italian Ktichen					
Dec-12-2012			Meadowbrook County Club					
Jan-8-2013	CSI-Richmond: Investigation into Why and How Lean Six Sigma Works	Rich Kirchhoff						
Feb-12-2013	Job Fair		VCU					
Mar-12-2013	The Ever Increasing Impact of Telematics on our Daily Lives - Will We Be Able to Live Without it?	Robert H. Cook, Ph.D. – Tech/Quality/Assurance Specialist – Aircraft DLA Aviation (Defense Logistics Agency)						
Apr-9-2013								
May-14-2013								
June 2013	Colonial Downs Tour & Presentation???							

* Meeting Satisfaction reported as percent of respondents giving an overall meeting satisfaction score of either 4 (satisfied) or 5 (very satisfied). Percent rating overall satisfaction as 5 in parentheses.