

2011-2012 Annual Business Plan for RI Section 0107

QMP Chair: Rich Rattey, Section Chair: Dean Chapman

Objective	Activity Title	Activity Description	Activity Date(s)	Measure of Effectiveness	Goal	Chair Name	Chair Position
Membership Participation	Dinner Meeting Information/ Resource	Provide dinner meetings with topics that appeal to section members and the community.	Aug 11 - July 2012	Number of dinner meetings with speaker.	8 dinner meetings	Patty Ellis / Jane Pilz	Program; Arrangements
Membership Participation	Dinner Meeting Plant Tour	Provide plant tour of successful manufacturing or service company.	Aug 11 - July 2012	Number of plant tours.	1 plant tour	Patty Ellis / Jane Pilz	Program; Arrangements
Membership Value	Job Placement	Provide employment resources for section members.	Aug 11 - July 2012	Number of referrals.	2 per month or (20 per year)	Joe Malachowski	Placement
Membership Communication	Internal/External Resource	Maintain RIASQ website. Provide links to quality related sites and other sections.	Aug 11 - July 2012	Number of months on-line.	Maintain website for 12 months of each year	Joe Malachowski	Website
Membership Value	Leadership Growth	Provide refresher exam training classes.	Aug 11 - July 2012	Number of classes held.	3 classes	Dean Chapman	Education
Membership Value	External Resource	Provide classes and seminars on quality topics.	Aug 11 - July 2012	Number of classes/seminars held.	4 classes/seminars	Dean Chapman	Education
Membership Satisfaction Membership Value	Recognition	Award college scholarship.	Aug 11 - July 2012	Number of scholarships.	Award 2 scholarships	Bob Soares	Scholarship
Membership Value	Resource Provider	Provide location and proctors for ASQ certification exams.	Aug 11 - July 2012	Number of local exams.	FIXED: 4 exams each year	James Fatkin	Examining
Membership Communication	Networking	Provide support and liaison to quality/business organization: Quality Support Group (QSG).	Aug 11 - July 2012	Number of organizations.	1 organization	Ed Silva	Outreach

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Membership Satisfaction	Recognition	Publish ASQ Certification Awards on local website.	Aug 11 - July 2012	Number of certification postings (provided by ASQ).	Equal to the number of certifications postings issued by ASQ	Joseph Malachowski	Website
Membership Retention	Membership Retention	Membership retention.	Aug 11 - July 2012	% of total section members	70% of total membership as of 6/1/10	John Skory	Membership
Membership Retention	Internal Resource	Email a welcoming package to initiate new members to the section.	Aug 11 - July 2012	Number of packages distributed.	All new members	John Skory	Membership
Membership Satisfaction	Member surveys	Distribute a voice of the customer report to the Leadership Team based on customer satisfaction data obtain from the following sources such as chapter-sponsored dinner meetings, courses / seminars, and one annual survey of the membership. The report will include the loyalty index calculation and recommendations for action.	Aug 11 - July 2012	Customer loyalty and satisfaction measures: Chapter-sponsored dinner meetings, courses / seminars, and one annual survey of the membership.	two (2) reports (January and July) produced with analysis	Ann Dickson	Voice of the Customer
Membership Communication	Section Newsletter	Distribute a newsletter (email) to inform members on sectional business. Note: (1 hard copy printed and distributed at June meeting)	Aug 11 - July 2012	Number of publications.	Issue semi-annual newsletters (2)	TBD	Newsletter
QMP Total Quality/J.S McDermond Total Quality Award	QMP	Submit 2009/2010 report and cover letter to National by September 30, 2010 AND submit 2010/2011 report and cover letter to National by August 15, 2011	Aug 11 - July 2012	Report issued on time	Submit two (2) reports	Rich Rattey	QMP

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Membership Value	Leadership Training	Leadership Training: World Conference on Quality Improvement (WCQI), NEQC, etc.	Aug 11 - July 2012	Number of attendees	Assist two (2) Leadership team members with attaining training	Dean Chapman	Chair
Membership Value	Recertification	Review recertification journals and recommend and approval to ASQ National, providing membership support as required.	Aug 11 - July 2012	Number of journals processed.	Process journals within 10 business days of receipt.	Ken Hayes	Examining
Membership Communication	Internal Resource	Conduct Leadership meetings with Leadership members	Aug 11 - July 2012	Number of meetings	10 meetings	Dean Chapman	Chair
Membership Communication	Internal Resource	Provide monthly meeting minutes including action items to executive committee members.	Aug 11 - July 2012	Number of meeting minutes received.	Meeting minutes for every Leadership meeting conducted	Jennifer Evans	Secretary
Membership Communication	Financial Audit	Provide financial results against budgeted goals and status on investments.	Aug 11 - July 2012	Report annually to National	FIXED: 1 annual report required by National	Robert McGinn	Treasurer