

QMP 2009 - 2010 (Quality Management Process) for Section: Rhode Island 0107

Objective	Activity Title	Activity Description	Activity Date(s)	Measure of Effectiveness	Goal	Status	% of Goal Achieved as of 05/01/10	Contact	Comments
Membership Participation	Dinner Meeting Information/ Resource	Provide dinner meetings with topics that appeal to section members and the community.	Aug 09 - July 2010	Number of dinner meetings with speaker.	8	7	88%	Jane Pilz / Patty Ellis	Program; Arrangements
Membership Participation	Dinner Meeting Plant Tour	Provide plant tour of successful manufacturing or service company.	Aug 09 - July 2010	Number of plant tours.	1	0	0% Tour Scheduled 5/20	Jane Pilz / Patty Ellis	Program; Arrangements
Membership Value	Job Placement	Provide employment resources for section members.	Aug 09 - July 2010	Number of referrals.	2 per month or (20 per year)	17	85%	Carlos Neves	Placement
Membership Communication	Internal/External Resource	Maintain RIASQ website. Provide links to quality related sites and other sections.	Aug 09 - July 2010	Number of months on-line.	12	9	75%	Joe Malachowski	Website
Membership Value	Leadership Growth	Provide refresher exam training classes.	Aug 09 - July 2010	Number of classes held.	4	3	75%	Dean Chapman	Education
Membership Value	External Resource	Provide classes and seminars on quality topics.	Aug 09 - July 2010	Number of classes/seminars held.	7	6	85%	Dean Chapman	Education
Membership Satisfaction Membership Value	Recognition	Award college scholarship.	Aug 09 - July 2010	Number of scholarships.	2	0	Scheduled for 6/10	Bob Soares	Scholarship
Membership Value	Resource Provider	Provide location and proctors for ASQ certification exams.	Aug 09 - July 2010	Number of local exams.	4	3	75%	James Fatkin	Examining
Membership Communication	Networking	Provide support and liaison to quality/business organizations, Providence Chamber of Commerce).	Aug 09 - July 2010	Number of organizations.	1	1	100%	Jeff Stevens	Outreach

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Membership Satisfaction	Recognition	Publish ASQ Certification Awards on local website.	Aug 09 - July 2010	Number of months on-line.	12	9	75%	Joseph Malachowski	Website
Membership Retention	Membership Retention	Membership retention.	Aug 09 - July 2010	436 – 6/30/09 -Total section members.	< 10%		Final retention number from National published in July.	John Skory	Membership
Membership Retention	Internal Resource	Distribute a welcoming package to initiate new members to the section.	Aug 09 - July 2010	Number of packages distributed.	All New	13	100%	John Skory	Membership
Membership Satisfaction	Dinner Meeting Survey	Distribute satisfaction surveys to members at dinner meetings.	Aug 09 - July 2010	Percent response.	70%	100%	140%	Paula Lusignan	Arrangements
Membership Communication	Section Newsletter	Distribute a newsletter (email) to inform members on sectional business. Note: (1 hard copy sent in June)	Aug 09 - July 2010	Number of publications.	2	3	150%	Dave MacKinnon	Newsletter
Membership Value	Leadership Training	Leadership Training: WCQI, NEQC , RIASQ etc.	Aug 09 - July 2010	Number of attendees.	2	3	150%	Rich Rattey	Chair (Steve Blanchette, Jen Evans & Dave MacKinnon)
Membership Value	Recertification	Review recertification journals and recommend and approval to ASQ National, providing membership support as required.	Aug 09 - July 2010	Number of journals processed.	Process within 10 days of receipt.	5	200%	Don Dupuis	Examining
Membership Communication	Internal Resource	Provide monthly meeting minutes including action items to executive committee members.	Aug 09 - July 2010	Number of meeting minutes received.	10	8	80%	Robert McGinn	Secretary
Membership Communication	Internal Resource	Provide financial results against budgeted goals and status on investments.	Aug 09 - July 2010	Reports Monthly to Exec Committee. (Annually to National)	4	3	75%	Jennifer Evans	Treasurer