

Fiscal Year: 2009-2010

BUSINESS PLAN TEMPLATE FOR MEMBER UNITS [CHICAGO SECTION, 1201]

This form is available at: <http://www.asq.org/members/leaders/positions/Submit> **previous year's** business plan with results. Include a cover letter verifying that 75% of goals have been met. Send to Member Unit Leadership Committee, Regional Director for Sections, QMP Committee Representative for Divisions and (qmp@asq.org) **by September 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 qmp@asq.org **by June 30th for Divisions** & **October 1st for Sections**.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status[^]	% of Goal Achieved[‡]	Contact[*]	Comments
Increase Member Retention	Membership	Improve membership retention through active contacts with new members and unpaid members to clarify services available	6/30/10	Membership loss reduction	Less than 1/2 of ASQ total percent loss			Bob Gottel	
Increase Member Value	Member Support	Create a Chicago Section member services team to create job networking opportunities	6/30/10	# of members served	Average 15 members per event at least 5 events			Pratap Mehta	Team established 7/23/09
Increase Member Services	Training Institute	Revise and refresh course offerings and durations, add webinars to increase enrollment	6/30/10	# of members served through the TI	40% increase from '08-'09			Mark Ehrlicher	
Increase Member Value	Certification/Re certification	Promote value of certifications through newsletter, website, emails to increase # of certifications	6/30/10	# of new certifications, % renewals	At least 10% increase from '08-'09 levels			Ed McCarthy	
Increase Member Satisfaction	Programs	Create a dynamic program schedule that averages higher participation than prior year.	4/15/10	# of members served through Programs	5% increase from rolling 3yr average			Krista Graham	
Awareness/Mem.Growth	Student Chapter	Initiate Activities to create a student chapter of ASQ at IIT.	6/30/10	# of student members	Goal of >4 in 1 st yr			Praveen Gupta	
Community Outreach	Outreach	Develop agreements with 2 and 4 yr colleges for mutual support.	6/30/10	Signed MOU's	At least one (IIT) MOU signed			Praveen Gupta	

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?