

# Minutes of the Chicago Section ASQ Executive Board Meeting

## Wednesday, December 2, 2009

---

Location: Doubletree Guest Suites & Conference Center, Downers Grove, IL.

Start/End: 6:32 PM – 8:36 PM

### Attendance:

Dan Brown, Mark Ehrlicher, Jay Frischkorn, Michael Glowacki, Bob Gottel,  
Krista Graham, Gary Johansson, Tom King, Jayne Leone, Pratap Mehta, Alan Van Ornum,  
James Persaud, Mary Ann Swerhun, Christopher Trent, and Jim Walker

Guests: Jim Smith – ASQ Regional Director

Jose Martinez

## I. Call to Order

### A. Chair's Comments

- Dan Brown welcomed everyone to the meeting and introduced Jim Smith, our ASQ Regional Director.
- Jim Smith thanked us for inviting him to our Executive Board Meeting. He told us about himself. The following is a summary:
  - Jim retired from Caterpillar after working there for 45 years. He started working in the Caterpillar factory right out of high school.
  - Jim is a 3<sup>rd</sup> generation Caterpillar employee. His family has been working for Caterpillar since 1906.
  - During his career at Caterpillar, Jim was Director of Quality for Large Power Systems. After he retired, Jim started a consulting business.
  - Jim has been a member of ASQ for 32 years. He has eight certifications and is an ASQ Fellow. He has taught several ASQ courses.
  - Jim stated that Dan Brown represented our section very well in a recent meeting of ASQ Regional Directors.
- Dan Brown reminded us that Jim Smith was only here to represent himself. He was not at our meeting as a candidate.
- Dan had the opportunity to go to Milwaukee and represent our section at ASQ Headquarters. He stated that the meeting went well, and that Headquarters was

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

very excited about the changes that we are making to our section. Plus, they are pleased to see an active section trying to represent them.

- Dan stressed that the role of our monthly Executive Board Meetings is to report results and define the future direction of our section. The business end of our section should be done outside of the meeting.
- Dan wanted to make sure that everyone understood that he had no “hidden agenda” when proposing a student chapter. He had a vision of where the section could be in 2015, and was trying to get key activities implemented to get there. In addition, he distributed a one-page document titled “ASQ Chicago Section – Vision Statement of Dan Brown, Chair 2009-10 What the Section Looks Like in 2015.”
- Jim Smith notified Dan that ASQ Headquarters would be increasing ASQ yearly dues next year. Our section’s task is to communicate the dues increase to our membership and ease this change through the ranks. Senior and Regular dues increase by \$6. Associate dues remain the same. Student dues will increase by \$1. Despite decreases in ASQ membership, expenses are increasing.
  - Jayne Leone asked if ASQ Headquarters plans to increase money paid to the sections for membership. Jim Smith asked this question of the SAC Chair, and was told that it is unlikely that more allotment money will be paid to sections. Jim Smith wants to know why it is unlikely, and he asked for a trend chart of section allotments. The allotment of \$18 per member hasn’t changed a lot. He expects a response from Headquarters in a week or so.
  - James Persaud questioned why Headquarter would implement a dues increase when membership is decreasing so much. Jim Smith stated that expenses continue to increase. There was no dues increase last year, and a study indicated that expenses could justify an 8% increase. But, Headquarters is implementing a dues increase much less than 8%.
  - Jay Frischkorn if ASQ has implemented improvements to become more efficient and lean. Jim Smith stated that there have been committed efforts.
  - Michael Glowacki stated that the General Meeting in January 2010 would be

**Minutes of the Chicago Section ASQ Executive Board Meeting**  
Wednesday, December 2, 2009

---

the first opportunity to communicate the dues increase to our membership.

B. Approval of Board Meeting Minutes

Motion	Moved by Mary Ann Swerhun to approve the November 4, 2009 Meeting Minutes
Seconded	Jay Frischkorn
Discussion	Dan Brown mentioned that the meeting minutes stated “linked in” when it should be more accurately replaced with “linking in”
Result	Approved unanimously.

C. Treasurer’s Report

Jim Walker posted the financial information in SharePoint, but he hasn’t received all the statements because it is so early in the month.

Motion	Moved by Jim Walker to approve the Treasurer’s Report
Seconded	Michael Glowacki
Discussion	Chris Trent asked for clarification of a \$7,000 figure.
Result	Approved unanimously.

**II. Time Sensitive Business**

Nominations

Ed McCarthy, Dan Brown and Mark Ehrlicher worked to create the following slate of candidates for next year’s (2010-2011) Section 1201 Board of Directors:

- Chair – Dan Brown
- Treasurer – Jim Walker
- Membership – James Persaud
- Programs – Gary Johannson
- Section Affairs – Bob Accerano
- Director – Jayne Leone

**Minutes of the Chicago Section ASQ Executive Board Meeting**  
Wednesday, December 2, 2009

---

Motion	Moved by Mark Ehrlicher to approve the slate for 2010-2011.
Seconded	Michael Glowacki
Discussion	None
Result	Approved unanimously.

James Persaud introduced Jose Martinez as an excellent candidate for a 2010-2011 Board Member. Jose is a Supplier Quality Engineer with Woodward MPC. He is a longtime member of ASQ and is an ASQ CMQ/OE. Jayne Leone pointed out that the Secretary must be a previous board member. Dan Brown commented that there is a current open position in Outreach that Jose could consider. Jose could fill the Outreach position until he becomes Secretary next year.

Motion	Moved by Krista Graham to elect Brian Lowry for Registration for 2009-2010 (Current Board)
Seconded	Jayne Leone
Discussion	None
Result	Approved unanimously.

Dan Brown pointed out that we currently have two, unfilled positions – Assistant Treasurer and Outreach. The Assistant Treasurer role is a training role for the future Treasurer. Jose is going to consider the Outreach position.

**III. Scheduled Discussion**

A. Vice-Chair Reports

1. Membership (Bob Gottel)

- Bob Gottel prepared documents in anticipation of conducting a study of our section’s “at risk” members. These members have not yet paid their society dues for this year. He distributed five documents to all board members:
  1. Results of a survey by conducted by ASQ of 7,000 members titled, “The Decision to Join 2006-2007.”
  2. Questions to ask “at risk” members

**Minutes of the Chicago Section ASQ Executive Board Meeting**  
Wednesday, December 2, 2009

---

3. Drop down list that defines categories of the following questions:
    - Major reason for leaving?
    - Major reason for joining?
    - Will you rejoin?
    - What can the section do better?
  4. An example of what the database will contain.
  5. Sign-up sheet for board members to contact “at risk” members and ask the questions.
- Bob’s plan is to provide individual board members with a list of 10 “at risk” members.
  - Jay studied ASQ data. He concluded that we lose people at a very high rate in the first year after they join. The attrition rate for those members that joined in 2008 is 31% while the attrition rate of those members that joined in 2005 is in the mid-teens.
  - Bob Gottel studied the 7 Student ASQ Chapters in Indiana, Illinois, and Iowa. Only three have functioning chapters. Every one of the functioning chapters has a committed, full-time, faculty member supporting it. Bob felt that having a goal of three, new, student ASQ Chapters in this area by 2015 would not be obtainable. Jayne Leone pointed out that the goal of three student chapters is not a goal of every board member.
  - Dan Brown urged us to evaluate the “at risk” members who have not paid their dues this year. Jayne suggested that we offer an incentive. Dan would like to look at the data before we give anything away. Mike Glowacki questioned why we are only targeting unpaid members in this survey. Dan responded that it was decided in the last board meeting to focus the survey on the unpaid members.
  - Jim Walker asked if we get an answering machine while doing the survey, should we leave a message. Bob said “no”. He thinks we will be lucky to get 5 or 6 responses out of a list of 10 members.

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

- Pratap Mehta remarked that we need to answer the question, “What is in it for me?” Jayne asked if we should be doing the survey and marketing at the same time. Mike Glowacki stated that if there is time, include marketing.

### 2. Programs (Krista Graham)

- Krista Graham stated that she is working on January’s General Meeting. She will be showing a DVD at the meeting.
- Programs may organize a “coffee/dessert only” General Meeting in January 2010 to reduce costs.
- Krista is looking for a speaker for the February 2010 meeting. She is looking at two companies for Tours in March.

### 3. Section Affairs (Michael Glowacki)

Michael Glowacki said that he had no other new items.

### 4. Training Institute (Mark Ehrlicher)

- Mark stated that they would be making a presentation about the Training Institute that will include a new vision for TI along with the goals and actions to get there.
- Three TI classes will be starting on Saturday, December 10.

## B. ASQ Fellow

Dan Brown announced that Alan Mendelssohn has been elevated in ASQ to the status of Fellow. Alan is a great example for all of us. It took a lot of work and perseverance to obtain the Fellow Status. Jim Smith stated that Alan would be invited to a Fellows Luncheon.

## C. Training Institute Status

- Mark Ehrlicher distributed a document drafted by Jay Frischkorn to summarize the status of the Steering Committee.
- Mark noted that the Steering Committee will be presenting goals and action items

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

for the Training Institute during the January 2010 Board Meeting.

- Pratap Mehta suggested that unemployed members get a 50% cost reduction on courses through TI. Dan Brown asked Mark to include Pratap's idea in January's presentation.
- Chris Trent asked Mark how the Training Institute is doing financially. Mark responded that at that time, the Training Institute is less than \$1,200 in the red. This is great news considering that there were a great deal of upfront costs.
- Mark Ehrlicher expressed hi gratitude to the Steering Committee for their hard work and commitment.
- Jim Walker pointed out that the "pay as you go" option was very successful.
- James Persaud asked Mark if there is a breakeven point when looking at keeping or canceling classes. Michael Glowacki stated that they recently ran classes that would've been previously cancelled. But, walk-ins changed the scenario dramatically.
- Jay stressed that the curriculum is so important to the success of the Training Institute. He would like us to offer something unique. He recommended that we be focused on Management and Leadership curriculum rather than just procedural courses. Offering a different curriculum appears to be making a difference. James Persuad commented that a change is curriculum is great, but do we have the expertise to present the subject? Mark Ehrlicher stated that TI would still be offering Certification Readiness Courses.
- Pratap recommended that TI give a 50% discount for workshops conducted by our Section to unemployed, active members. He also noted that NIQC has been giving a 50% discount for their workshops to the unemployed for the last 6 years. It would be advantageous for TI to announce the 50% discount in the February newsletter before registration for workshops in March.
- Michael Glowacki urged us not to miss the January 2010 Board Meeting. The TI Steering Committee will be laying out the changes and provide reasoning for improvement of our section's Training Institute. They used tools like 5Y Analysis to guide them in their recommendations. The final TI Program will be

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

presented in March or April 2010. Mike is hoping that there will be members that want to help in the effort to improve the Training Institute.

- Bob Gottel suggested that the TI Steering Committee consider computer training on programs such as Minitab and Access. He also thought shortening the number of days that a class is held is a good idea.
- Jayne Leone asked if the TI Steering Committee had considered web-based Training. Mark stated that in the spring of 2010, TI would offer a web-based training course.
- Alan Van Ornum congratulated the TI Steering Committee for their good work.

### D. Reorganization Proposal

- Dan Brown drafted a plan for revising the structure of the board itself. He felt that the board was too bloated and wanted to streamline it. In his plan, he changed the structure of the board to focus on function or logical groups to try to better support our members.
- Christopher Trent recommended that Section Affairs be more global than what is shown in the reorganization proposal. He recommended that Section Affairs not go under the Secretary. Jayne Leone agreed stating that the Secretary is responsible for board communication while Section Affairs is communication outside of the board.
- Jay noted that the reorganization proposal only reduced board membership by two people. Dan Brown responded that his proposal reduced board members from 36 to 28 people.
- Jayne suggested that we remove Database and Membership Upgrade positions.
- Jim Walker recommended that there be some redundancy.
- Mike Glowacki stated that it would make sense to elevate the VOC position. This position could replace Outreach and Section Affairs. Thus, the VOC position could be a preparation position for becoming Chair.
- Jay Frischkorn asked what are the duties of the Subject Matter Coordinators and

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

how many do we need. Dan Brown said that Subject Matter Coordinators are instructors and we would have as many as we need. They would not be a voting position.

- Dan Brown reminded us that the term for elected positions is only two years except for the Vice-Chair of Education. There would be no term limit on this position because of the expertise needed to perform in the position.
- Mike Glowacki stated that the survey and VOC would help us understand the needs of our customers (members). Then, we should align our organization. Bylaws and roles would need to change when we reorganize.
- Christopher Trent said that we should try Dan Brown's ideas and make changes as needed. Christopher stated that random error sparks creativity.
- Dan Brown said his purpose for reorganization is to make the organization functionally relevant. He recommended that we take the feedback from today's meeting and form a team that will bring a draft reorganization proposal to January 2010's meeting. The team will consist of Dan Brown, Michael Glowacki, Jay Frischkorn, Christopher Trent, Jayne Leone, and Pratap Mehta.
- Michael Glowacki stressed that transparency is important. Membership should know who is running the section and their philosophy. And, attendance at General Meetings is a board members opportunity to gain transparency. James Persaud noted that all board members are obligated to attend General Meetings.
- Dan Brown commented that recently there has been a deliberate attempt for board members to spread out among tables at General Meetings. He thought that this was a good practice. Gary Johansson agreed that it was important for board members to try to attend the General Meetings. He asked if there is a way to denote board members – maybe a special badge?
- Dan Brown urged us to send him e-mails if we want to join the reorganization team.

### E. Review Policies & Procedures

- Jayne reminded us that Vice-Chairs need to review the position descriptions and

# Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

procedures carefully that are on SharePoint. Jayne urged us to contact her if we need her help. Dan Brown stated that an Action Item will be for Vice-Chairs to review Position Descriptions of themselves and those reporting to them and make additions or corrections before the February 2010 meeting. Jayne said she would put a link into Section Volunteer.

- Krista asked if we have a process for approving revisions to position descriptions and procedures. Jayne said that the Vice-Chair has the authority to make changes without board approval.

### III. New Business

Dan Brown announced that there would be a change in the newsletter. It is now an ASQ requirement or expectation that an abbreviated summary of our meeting notes be included in our newsletter. Christopher Trent recommended that we put the Board Meeting Minutes on our section's website. He thought it might stimulate discussion. Dan Brown said that we would first put the summary notes in the newsletter and later post the meeting minutes on the website.

### IV. Action Item Status

Deferred to next meeting.

### V. Adjournment

- The next meeting to be held on Wednesday, January 6, 2010 at the Double Tree.
- Dan Brown adjourned the meeting at 8:36 pm.

<b>Action Item List</b>			
<b>Date Item Listed</b>	<b>Action Item</b>	<b>Responsibility</b>	<b>Date Item Due</b>
5/07/08	Post procedures and policies to SharePoint – Update as needed.	All Chairs	12/31/09
5/06/09	Dan and Jim to go for signature cards.	Dan Brown/Jim Walker by 6/16/09	

## Minutes of the Chicago Section ASQ Executive Board Meeting

Wednesday, December 2, 2009

---

---

<b>Action Item List</b>			
<b>Date Item Listed</b>	<b>Action Item</b>	<b>Responsibility</b>	<b>Date Item Due</b>
7/29/09	Give Variance Report for their groups at Monthly Board Meetings.	Jim Walker	November 2009
7/29/09	Status of Job Networking	Bob Gottel	Include as Agenda Item
7/29/09	Vote on document – Scholarship Award Policy and Procedures	All Board Members	Include as Agenda Item as well
7/29/09	Review Policies and Procedures. Work with Jayne to make sure they are correct	All Elected Board Members	December Board Mtg
10/07/09	Recommend location of “Introduction to CMMI”, review database and make recommendation based on location of people in the Software Division.	Mark Ehrlicher	
10/07/09	Bring relevant information about “Voice of Customer” position.	Tom King and Michael Glowacki	November Board Mtg
11/04/09	Obtain, divide, and distribute the list of unpaid members for phone contact by board members.	Bob Gottel	December Board Meeting