

Minutes of the Chicago Section ASQ Executive Board Meeting
Wednesday, January 6, 2010

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

Start/End: 6:30 PM – 8:45 PM

Attendance:

Dan Brown, Jay Frischkorn, Michael Glowacki, Bob Gottel, Gary Johansson, Tom King,
Jayne Leone, Sam Makwana, Pratap Mehta, Anna Mitchell, James Persaud,
Mary Ann Swerhun, Christopher Trent, and Jim Walker

Proxy:

Alan Mendelssohn for Ed McCarthy

Guests:

Jose Martinez

I. Call to Order

A. Chair's Comments

- Dan Brown welcomed board members to the meeting.
- He stated that he will e-mail blast all members about two, low-cost training opportunities that are coming up soon.

B. Approval of Board Meeting Minutes

Motion	Moved by Mary Ann Swerhun to approve the December 2, 2009 Meeting Minutes
Seconded	Jay Frischkorn
Discussion	Dan Brown mentioned that the meeting minutes had an error – Jim Smith notified him of a dues increase, not Jim Walker. Also, I need to add Pratap Mehta and Jayne Leone to a list of volunteers for the Reorganization Team. The complete meeting minutes will need to be added to our website, while a short synopsis will be added to the newsletter.
Result	Approved unanimously.

C. Treasurer's Report

Jim Walker posted the financial information in SharePoint.

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Motion	Moved by Jim Walker to approve the Treasurer's Report contained in SharePoint pending audit.
Seconded	Jay Frischkorn
Discussion	<ul style="list-style-type: none">• Jim stated that information for the 1099 payments due next month.• Jim to coordinate finding an assistant Treasurer.• Mike Glowacki asked if all the instructor fees for the Training Institute were included in the latest Treasurer's Report. Jim said that one instructor's fee might be missing, plus some TI book fees and payment of the TI Secretary.• Dan Brown noted that Associate Directors sign for the reimbursement of instructors for teaching TI courses.• Michael Glowacki noted that Jim Walker's organization of the books helps us find issues that used to be buried.
Result	Approved unanimously.

II. Time Sensitive Business

Nominations

Dan Brown thanked Jose Martinez for considering the current open position of Outreach. Bob Gottel appointed Jose Martinez for the position of Outreach. The appointment was approved.

Newsletter Editor and Assistant Treasurer are still open positions in the 2010-11 slate of Board Members. We will need a new newsletter editor by this June. Currently, for 2009-10, the position of Assistant Treasurer has not been filled. Jay Frischkorn stated that he might be interested in the Assistant Treasurer position. And, Tom King showed an interest in the future Newsletter Editor position.

The position of Secretary for next year is not yet on the slate of 2010-11 Board Members.

Motion	Moved by James Persaud to approve Jose Martinez for the position of Secretary for the 2010-2011.
Seconded	Jay Frischkorn
Discussion	Jayne Leone asked Jose about his ASQ membership status. Jose called ASQ HQ and will be a full member starting in March 2010.

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Result	Approved unanimously.
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Dan Brown asked that the 2010-2011 slate of board members and current board members be communicated in the following ways:

- Gary Johansson to communicate this information at the next General Meeting
- Sam Makwana to update our Web site.
- Michael Glowacki to send the information to Lisa for the Newsletter.

III. Scheduled Discussion

A. Vice-Chair Reports

1. Membership (Bob Gottel)

- Bob Gottel distributed two charts. They were the following:
 - a. Preliminary Results of Phone Survey – 29 People Surveyed
 - We were unable to contact 14 of the 29 people surveyed. This included members that were no longer working at the company contacted.
 - The members surveyed came from a list of members who had not paid their annual ASQ dues. These were “at risk” members
 - The reasons stated by the “at risk” members for not maintaining their membership were the following:
 - One person was too busy to talk.
 - Three people had changed jobs
 - Three people did not consider membership a good value.
 - Three people said that their company wasn’t paying for membership, and they didn’t want to spend their own money.
 - Three people were out of work.
 - Ten of the thirteen members stated that they would rejoin if the circumstances were right.

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- In general, people liked the training and the unemployment benefits. But, they want cutting edge speakers. Bob Gottel and Michael Glowacki both said that people mentioned TI. Bob Gottel said that TI is considered a value to them.
 - Michael Glowacki said that he was able to talk to eight of the ten people that he was assigned. He felt that they appeared to be not satisfied with what we are giving them.
 - Jay pointed out that many people might join ASQ to only represent their company. Michael said that some of the people would not join unless their company pays for the membership, which means that they personally may see no value.
 - Jayne Leone asked if the three people that changed jobs stayed in the same industry. Mike Glowacki said that he talked to two of the people that changed jobs. One went from Quality to OD while the other went from Quality to Strategic Planning.
- b. Total Membership**
- This chart showed our Section's total membership from the year 2000 thru 2009.
 - Membership has steadily dropped over the last nine years. In 2000, we had 2,356 members. And, in 2009, we had 1,340 members.
 - Jim Walker stated that we should not blame the ten-year trend of declining membership on the economy, only the last two years.
- Bob Gottel noted that if a company experienced a decline like this, they would do something about it. Dan Brown agreed that we need to change the trend if we want to remain relevant.
 - Jose Martinez urged us to consider the personalities of the people. What type of people are our members? What types of activities are we competing with their time and resources. Are we competing again church time, family time, etc..?

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- Alan Mendelsohn suggested calling all new members. He said that their division called all its new members to ask them why they joined and what they could do to insure value. He said that they were very appreciative that someone called and talked to them. Dan Brown said that contacting new members would be a great follow-up survey.
 - Pratap Mehta noted that the newsletter is an important tool to maintain membership. Jayne Leone was skeptical that most of the members actually read the newsletter due to the large volume of e-mails that most professionals receive daily.
 - Mary Ann Swerhun asked if the “at risk” members value maintaining their ASQ certifications. Bob Gottel said that most of the people that he contacted did not have any certifications. Tom King said that he talked with an “at risk” member with a black belt certification. This member did not feel that there was much value in his ASQ Black Belt certification.
 - Dan Brown wants to have more data before we share the information with ASQ HQ.
 - Jose Martinez stated that the money spent on advertising should be opposite of the decline. He also noted that many companies are now requiring Safety Professionals to join the Society of Safety Engineers.
2. Programs (Gary Johansson for Krista Graham)
- Gary Johansson distributed a Program Plan for the 2009-10 General Meetings. This plan is a draft that included dates, speakers, locations, and topics.
 - Dan Brown pointed out that Programs is trying to link Training Institute Workshops with the General Meeting Program. Because the lecturer is already in town to run the TI Workshop, he or she may be able to be a speaker a General Meeting the night before the workshop. The lecturer will have the advantage of getting more exposure while the General Meeting may get a higher quality speaker at no expense.

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- Jayne Leone remarked that, if the goal is to “wet the appetite” for the workshop the following day, it will be impossible for interested members to register for the workshop the night before.
 - Anna Mitchell noted that the Program Plan that was distributed needs to be corrected to include the scholarship presentation in April.
 - Alan Mendelsohn suggested that Programs combine healthcare topics. He also asked if anyone knew anything about the tour coming up.
 - James Persaud asked if Programs is still looking at different locations to hold the General Meetings. Gary said that they’d be willing to accept recommendations. James pointed out that we always had the biggest draw at Maggiano’s in Oakbrook. Dan Brown reminded us that we decided to stop having General Meetings at Maggiano’s because of costs.
3. Section Affairs (Michael Glowacki)
- Michael noted that this is the last year that Lisa Ohm will be editor of the newsletter. He complimented her on a job well done. He is hoping to find a replacement for her. Tom King expressed an interest in the position.
 - Michael stated that Lisa has been using her own software, DreamWeaver, to design and generate the newsletter. Next year, we will need to get our own software package. Dan Brown told him to make a motion to purchase the software.

B. Training Institute Status

- Mark Ehrlicher could not attend the meeting. Michael Glowacki, instead, presented the board with a TISC Progress Report. I have taken the liberty of summarizing the presentation by including the text from the handout provided to the board.

Purpose of Report:

Provide update

Board validation of direction

Board input

The Best of TI – 4 ?s

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What would be lost if TI ceased to exist?

If TI closed, to whom would it matter and why?

Which of our members would miss TI the most and why?

How long would it take for someone to fill the void?

Faculty Input - What Could Be? (Meeting with TI Faculty 12/12/09)

Training resource for NE Illinois

Publicize instructors' companies

Internet delivery

Attract college students with courses colleges do not offer

College accredited TI courses

What Should Be?

Break even budget

Certification Exam prep courses

ISO and other Industry Standards courses

Technical and managerial/supervisory skills

Modular format –take what you need

Your thoughts...

Training, Education, & Professional Development

General Meetings & Newsletters

Conferences, Publications and Partnerships

Training Institute

Certification Exam Preparation

Instructor-led Courses

On-site Basic Quality Skills Sessions

Internet delivery

Managerial/supervisory skills series

Differentiation

What does the Chicago Section provide that others can't?

What can the 1201 section do better & less expensively than others?

Differentiators

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A value leader in providing the Quality Community networking
In-depth examination of leading edge concepts
Professional development
Quality and Process Improvement techniques
Value analysis of current trends
Basic Quality Skills training

Next Steps

Develop Course Catalogue
Define delivery logistics
Establish budget

Motion	Moved by Pratap Mehta to provide a 50% subsidy for unemployed members in TI workshops
Seconded	Alan Mendelsohn
Discussion	Jayne Leone asked if the TI Steering Committee agree. Michael Glowacki said that they agreed. Jay Frischkorn asked if this discount was only for our section members. Pratap said yes. Dan Brown said that we would re-evaluate this subsidy if it becomes a problem. Mark Erlicher to write the policy and communicate this benefit.
Result	Jayne Leone and Christopher Trent abstained. All others approved. Motion carries.

C. Review Policies & Procedures

- Jayne Leone noted that Lisa is the only board member to update her position description. Michael Glowacki stated that he has reviewed his position description and has no changes.
- Jayne urged all board members to review their position description and send feedback to her.

III. New Business

Dan Brown stated that the new VOC survey process is scheduled to launch at February's

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General Meeting. This should be announced at the General Meeting and in the newsletter.

IV. Action Item Status

Deferred to next meeting.

V. Adjournment

- The next meeting to be held on Wednesday, February 3, 2010 at the Double Tree.
- Dan Brown adjourned the meeting at 8:45 pm.

Action Item List			
Date Item Listed	Action Item	Responsibility	Date Item Due
5/07/08	Post procedures and policies to SharePoint – Update as needed.	All Chairs	Ongoing
5/06/09	Dan and Jim to go for signature cards.	Dan Brown/Jim Walker by 6/16/09	
7/29/09	Give Variance Report for their groups at Monthly Board Meetings.	Jim Walker	Ongoing
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	