

ASQ Section Member Satisfaction Survey (2008)

Chicago (1201) Section Report (n = 78) * * *

The following reports the results of the Section Satisfaction survey for your Section. Your scores are compared to the scores for your region and for all other ASQ Sections. Respondents rated the performance on a 10-point scale in which "10" is the most positive and "1" is the least positive response.

	Mean Rating			
	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Perceptions of Your Section</i>				
My section offers significant networking opportunities with other professionals in my field	7.32	7.37	7.21	7.01
My section offers useful courses and training for professional development in my field	7.88 + ^	8.03	6.98	6.76
My section provides valuable resources and support pertaining to my specific industry and interests	6.67	6.62	6.42	6.26
My section's newsletter and other publications, in general, are critical to my job and career growth	6.08 ^	5.83	5.60	5.42
My section provides information that makes me more productive	6.46	6.42	6.16	6.01
My section is a critical resource I have used to improve my job performance	6.18	6.03	5.75	5.66
My section provides me with valuable ideas that have helped me and my employer	6.34	6.10	6.04	5.95
The costs of my section's courses, workshops and materials are competitive considering the value they provide	7.51 ^	7.36	7.03	6.93
My section leadership is accessible for questions, concerns and suggestions	7.70	7.80	7.35	7.41
My section provides open opportunities to be active in leadership	7.39	7.81	7.55	7.59

Notes: * Differences in scores could not be tested for statistical significance due to small sample size (below 10).

** Arrows indicate if your Section's rating score is statistically significantly above (↑) or below (↓) the rating for your 2006 Section scores.

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	Mean Rating			
	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Section Activities</i>				
How satisfied were you with the meetings you attended?	7.58	7.27	7.64	7.68
How satisfied were you with the section training course you attended?	7.67	7.47	7.75	8.05
How satisfied were you with the value of the Web site's content?	7.41 ↑	6.65	6.98	6.98
How satisfied were you with your section's certification preparation materials?	8.00	7.00	7.91	8.10
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently learned new ideas that were relevant to my job	6.06	6.32	6.10	6.03
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently used the new ideas on my job	5.89	5.72	5.71	5.75
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: The new ideas I used on my job frequently resulted in a noticeable benefit or value creation	5.95	5.61	5.60	5.65

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	Mean Rating			
	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Overall Satisfaction with Your Section</i>				
How do you rate your overall satisfaction with your section?	7.09	7.18	6.97	6.87
How likely are you to encourage your business associates to attend section events?	6.51	6.40	6.67	6.67
To what degree does your section experience contribute positively to your overall ASQ membership experience?	6.65	6.66	6.70	6.65
To what degree does your section experience encourage you to continue being a member of ASQ?	6.69	7.10	6.79	6.69
<i>ASQ Satisfaction & Loyalty</i>				
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	7.59	7.57	7.61	7.51
How likely are you or your employer to renew your membership in ASQ?	8.55	8.93	8.83	8.68
How likely are you to recommend ASQ membership to a business associate?	7.68	7.55	7.91	7.86
Thinking about the costs of ASQ membership and the benefits you receive from ASQ, please rate the overall value you receive as a member of ASQ.	7.19	7.03	7.21	7.14
How likely are you to purchase products or services from ASQ in the next 12 months?	6.83	6.28	6.95	6.77
ASQ is the leading authority and voice of quality in today's world.	7.85	8.22	7.83	7.76
ASQ is the world's most comprehensive and inclusive community of those interested in quality.	7.86	7.96	7.90	7.80
ASQ is an active partner with individuals and organizations in the pursuit of business performance excellence.	7.54	7.48	7.63	7.55

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	Mean Rating			
	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Section Communications</i>				
Please rate your preference for: Email	8.32	8.12	8.62	8.80
Please rate your preference for: Newsletter – Electronic	7.99	7.30	8.37	8.39
Please rate your preference for: Newsletter – Print	6.13	7.30	5.28	5.12
Please rate your preference for: Postal Mail	5.47	6.35	4.78	4.60
Please rate your preference for: Web Site	7.04	6.62	7.39	7.57
Please rate your preference for: Telephone	2.89	2.88	2.96	3.17

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Top 2 Box Rating

	2008 Section		2006 Section	2008 Region	2008 ASQ
<i>Perceptions of Your Section</i>					
My section offers significant networking opportunities with other professionals in my field	28.8%		32.9%	28.3%	26.6%
My section offers useful courses and training for professional development in my field	50.7%	+ ^	52.1%	30.3%	26.0%
My section provides valuable resources and support pertaining to my specific industry and interests	22.2%		17.6%	19.3%	17.9%
My section's newsletter and other publications, in general, are critical to my job and career growth	10.8%		8.6%	8.7%	11.1%
My section provides information that makes me more productive	18.9%		18.3%	14.0%	14.7%
My section is a critical resource I have used to improve my job performance	19.7%		18.3%	12.3%	15.1%
My section provides me with valuable ideas that have helped me and my employer	16.9%		17.4%	15.3%	16.5%
The costs of my section's courses, workshops and materials are competitive considering the value they provide	35.8%		40.0%	29.5%	30.0%
My section leadership is accessible for questions, concerns and suggestions	41.0%		43.8%	38.5%	40.6%
My section provides open opportunities to be active in leadership	42.2%		51.4%	42.8%	45.1%

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Top 2 Box Rating

	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Section Activities</i>				
How satisfied were you with the meetings you attended?	39.5%	31.7%	34.4%	36.9%
How satisfied were you with the section training course you attended?	60.0%	46.7%	46.4%	49.0%
How satisfied were you with the value of the Web site's content?	23.0%	20.4%	20.3%	24.1%
How satisfied were you with your section's certification preparation materials?	50.0%	53.8%	38.4%	46.1%
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently learned new ideas that were relevant to my job	12.5%	20.6%	12.2%	15.0%
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently used the new ideas on my job	10.9%	13.1%	9.8%	13.1%
Thinking of the section events, publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: The new ideas I used on my job frequently resulted in a noticeable benefit or value creation	11.5%	15.8%	8.4%	11.6%

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Top 2 Box Rating

	2008 Section	2006 Section	2008 Region	2008 ASQ
<i>Overall Satisfaction with Your Section</i>				
How do you rate your overall satisfaction with your section?	30.8%	34.2%	25.0%	25.8%
How likely are you to encourage your business associates to attend section events?	29.5%	20.8%	29.0%	28.2%
To what degree does your section experience contribute positively to your overall ASQ membership experience?	25.6%	24.7%	26.3%	26.4%
To what degree does your section experience encourage you to continue being a member of ASQ?	28.2%	35.2%	29.7%	29.2%
<i>ASQ Satisfaction & Loyalty</i>				
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	33.3%	36.5%	31.4%	33.1%
How likely are you or your employer to renew your membership in ASQ?	67.9%	74.0%	72.4%	68.0%
How likely are you to recommend ASQ membership to a business associate?	42.3%	37.0%	49.0%	47.6%
Thinking about the costs of ASQ membership and the benefits you receive from ASQ, please rate the overall value you receive as a member of ASQ.	25.6%	24.3%	25.0%	28.8%
How likely are you to purchase products or services from ASQ in the next 12 months?	25.6%	22.2%	29.8%	29.8%
ASQ is the leading authority and voice of quality in today's world.	46.2%	53.4%	42.0%	41.3%
ASQ is the world's most comprehensive and inclusive community of those interested in quality.	41.0%	45.8%	42.9%	42.1%
ASQ is an active partner with individuals and organizations in the pursuit of business performance excellence.	34.6%	34.2%	35.7%	36.7%

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Top 2 Box Rating

	2008 Section		2006 Section	2008 Region	2008 ASQ
<i>Section Communications</i>					
Please rate your preference for: Email	63.6%		56.5%	63.7%	69.8%
Please rate your preference for: Newsletter – Electronic	54.2%		42.9%	58.3%	61.4%
Please rate your preference for: Newsletter – Print	29.3%	^	44.6%	20.4%	17.5%
Please rate your preference for: Postal Mail	16.4%		29.0%	14.7%	13.4%
Please rate your preference for: Web Site	42.1%		31.9%	40.6%	45.3%
Please rate your preference for: Telephone	5.4%		4.5%	4.2%	6.0%

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	<u>Section 2008</u>		<u>Section 2006</u>		<u>Region 2008</u>		<u>ASQ 2008</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
How many sections do you belong to in total?								
One	83.3%	65	79.7%	59	86.2%	480	89.0%	4,284
Two to five	16.7%	13	20.3%	15	13.6%	76	10.6%	510
More than five	0.0%	0	0.0%	0	0.2%	1	0.4%	18
<i>Section Membership</i>								
In the last 12 months, approximately how many times have you contacted or been contacted by the leader of your section?								
No contacts	45.1%	32	69.0%	49	53.0%	275	45.2%	2,052
1-3 contacts	22.5%	16	21.1%	15	21.8%	113	22.8%	1,036
4-7 contacts	14.1%	10	5.6%	4	8.3%	43	12.0%	542
8-10 contacts	2.8%	2	2.8%	2	4.6%	24	6.4%	292
More than 10 contacts	15.5%	11	1.4%	1	12.3%	64	13.5%	613

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	<u>Section 2008</u>		<u>Section 2006</u>		<u>Region 2008</u>		<u>ASQ 2008</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>Section Activities</i>								
Did you attend one or more section meetings in the last 12 months?								
Yes	55.8%	43	57.5%	42	55.9%	308	56.6%	2,665
No	44.2%	34	42.5%	31	44.1%	243	43.4%	2,041
Did you attend a section training course in the last 12 months?								
Yes	19.5%	15	18.8%	13	21.1%	110	19.4%	860
No	80.5%	62	81.2%	56	78.9%	412	80.6%	3,574
Did you visit your section's Web site in the last 12 months?								
Yes	78.2%	61	76.5%	52	81.0%	434	80.1%	3,652
No	21.8%	17	23.5%	16	19.0%	102	19.9%	910
Did you use certification preparation materials provided by your section in the last 12 months?								
Yes	19.7%	14	14.9%	10	17.8%	87	19.1%	787
No	80.3%	57	85.1%	57	82.2%	402	80.9%	3,331

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	<u>Section 2008</u>		<u>Section 2006</u>		<u>Region 2008</u>		<u>ASQ 2008</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
What is your age?								
18 or younger	0.0%	0	0.0%	0	0.0%	0	0.0%	2
19-25	0.0%	0	0.0%	0	0.4%	2	0.7%	32
26-35	10.3%	8	15.1%	11	11.7%	65	9.8%	472
36-45	20.5%	16	27.4%	20	22.7%	126	24.5%	1,179
46-55	43.6%	34	31.5%	23	40.3%	224	40.2%	1,931
56-65	24.4%	19	20.5%	15	21.6%	120	21.0%	1,009
66 or older	1.3%	1	5.5%	4	3.4%	19	3.7%	178
How long have you been a member of ASQ?								
Less than one year	9.0%	7	2.7%	2	6.5%	36	7.7%	372
1-4 years	20.5%	16	20.3%	15	22.7%	126	24.8%	1,190
5-10 years	24.4%	19	24.3%	18	23.9%	133	25.5%	1,227
11-20 years	32.1%	25	32.4%	24	29.5%	164	28.7%	1,379
Over 20 years	14.1%	11	20.3%	15	17.4%	97	13.3%	640

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	Section 2008		Section 2006		Region 2008		ASQ 2008	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
Which one of the following best describes your organization?								
Chemicals and Allied Products (including Pharmaceuticals)	9.0%	7	8.5%	6	6.3%	35	7.9%	381
Medical Devices	6.4%	5	1.4%	1	11.7%	65	10.1%	484
Fabricated Metals	12.8%	10	14.1%	10	11.2%	62	6.8%	324
Industrial Machinery and Computer Equipment	5.1%	4	5.6%	4	6.1%	34	3.3%	157
Electronics	14.1%	11	14.1%	10	7.2%	40	6.6%	318
Transportation (Automotive, Aerospace and Rail)	11.5%	9	9.9%	7	9.7%	54	11.9%	569
Measuring and Controlling Instruments	0.0%	0	0.0%	0	1.1%	6	1.1%	52
Other - Manufacturing	9.0%	7	26.8%	19	20.9%	116	15.5%	743
Government	1.3%	1	1.4%	1	1.1%	6	5.3%	254
Financial/Insurance	1.3%	1	2.8%	2	1.6%	9	2.0%	94
Transportation/Logistics Services	1.3%	1	1.4%	1	0.4%	2	1.3%	64
Wholesale/Retail	0.0%	0	1.4%	1	0.7%	4	1.6%	75
Consulting/Business Services	6.4%	5	2.8%	2	5.6%	31	9.5%	457
Entertainment/Hospitality/Recreation	0.0%	0	0.0%	0	0.2%	1	0.4%	20
Other - Services	9.0%	7	7.0%	5	5.2%	29	5.4%	261
Hospitals	0.0%	0	0.0%	0	1.6%	9	1.7%	81
Medical and Dental Laboratories	0.0%	0	1.4%	1	0.2%	1	0.2%	10
Offices and Clinics of Doctors of Medicine	0.0%	0	0.0%	0	0.5%	3	0.1%	4

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	<u>Section 2008</u>		<u>Section 2006</u>		<u>Region 2008</u>		<u>ASQ 2008</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
Miscellaneous Health and Allied Services	2.6%	2	0.0%	0	2.0%	11	1.6%	77
Elementary/Secondary (or K-12)	0.0%	0	0.0%	0	0.4%	2	0.4%	19
Higher Education	9.0%	7	1.4%	1	4.5%	25	5.1%	245
Business, Secretarial, Vocational	0.0%	0	0.0%	0	0.4%	2	0.4%	17
Libraries	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Educational Services	0.0%	0	0.0%	0	0.2%	1	0.4%	17
Other - Education	1.3%	1	0.0%	0	1.4%	8	1.6%	77

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	Section 2008		Section 2006		Region 2008		ASQ 2008	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
Which one of the following best describes your title or function?								
Senior Officer (President/Vice President/C-Level)	5.1%	4	4.2%	3	4.1%	23	4.7%	228
Director	12.8%	10	4.2%	3	9.7%	54	9.8%	473
Manager	30.8%	24	50.0%	36	29.1%	162	29.9%	1,439
Supervisor	5.1%	4	1.4%	1	4.8%	27	4.8%	230
Engineer	23.1%	18	18.1%	13	25.7%	143	22.4%	1,077
Technician	2.6%	2	4.2%	3	6.3%	35	5.4%	259
Inspector	6.4%	5	1.4%	1	2.5%	14	2.5%	121
Internal Consultant	2.6%	2	1.4%	1	3.4%	19	4.7%	228
Independent Consultant	5.1%	4	5.6%	4	3.8%	21	4.6%	223
Educator	1.3%	1	0.0%	0	1.1%	6	1.3%	62
Student	0.0%	0	0.0%	0	0.0%	0	0.3%	15
Other	5.1%	4	9.7%	7	9.5%	53	9.4%	451
Who pays for your ASQ membership?								
Myself	37.2%	29	28.4%	21	26.4%	147	33.7%	1,621
My company/employer	59.0%	46	67.6%	50	68.9%	384	63.1%	3,034
Both share costs	3.8%	3	2.7%	2	4.5%	25	2.6%	126
Other	0.0%	0	1.4%	1	0.2%	1	0.6%	28

Note: *** Results should be interpreted with caution if the sample n is under 30.

ASQ Section Member Satisfaction Survey (2008)

Chicago (1201) Section Report (n = 78) * * *

The following reports the results of the Section Satisfaction survey for your Section. Your scores are compared to the scores for your region and for all other ASQ Sections. Respondents rated the performance on a 10-point scale in which "10" is the most positive and "1" is the least positive response.

	<u>Section 2008</u>		<u>Section 2006</u>		<u>Region 2008</u>		<u>ASQ 2008</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
Gender?								
Male	80.5%	62	80.8%	59	71.8%	397	69.6%	3,337
Female	19.5%	15	19.2%	14	28.2%	156	30.4%	1,459
Where do you currently reside?								
United States	100.0%	78	100.0%	74	99.5%	554	90.7%	4,361
All other countries	0.0%	0	0.0%	0	0.5%	3	9.3%	447
What type of membership do you hold?								
Regular (\$125)	41.0%	32	44.6%	33	44.0%	244	41.9%	2,014
Senior or Fellow (\$125)	55.1%	43	50.0%	37	52.8%	293	53.1%	2,550
Associate (\$72)	1.3%	1	5.4%	4	2.3%	13	3.1%	148
Forum/Division (\$31)	2.6%	2	0.0%	0	0.7%	4	0.8%	38
Student (\$25)	0.0%	0	0.0%	0	0.2%	1	1.1%	51

Note: *** Results should be interpreted with caution if the sample n is under 30.