

ASQ 2009 Section Member Satisfaction Survey Verbatim Report

Chicago

25. Please give us an example of an idea from your section event, newsletter, other publication or other resource that you used and resulted in a benefit or value creation on your job:

UniqueID: 448

Section: Chicago

ASQ SPC Training course taken -- every useful and pertinent information has helped me to drive improvements.

UniqueID: 1581

Section: Chicago

From general meeting presentation on Six Sigma techniques and application, I learned things to use in a project I was leading.

UniqueID: 1938

Section: Chicago

Books from the Quality press have benefited me in my job.

UniqueID: 2033

Section: Chicago

None really used. Most quality ideas come from the Corporate office. Sometimes I will pass on an article. I'm really never sure if it is read.

UniqueID: 2390

Section: Chicago

The use of Minitab for DOE

UniqueID: 2481

Section: Chicago

The method United Airlines used for implementing Lean

UniqueID: 3153

Section: Chicago

Six Sigma training has been fundamental in reducing defects in my organization.

UniqueID: 3486

Section: Chicago

Lean and 5S activities; stats information

UniqueID: 3955

Section: Chicago

Nothing directly caused a change. However, the different ideas generated assist by ensuring that I look at my particular issues from different perspectives in order to seek root cause and corrective actions.

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25. Please give us an example of an idea from your section event, newsletter, other publication or other resource that you used and resulted in a benefit or value creation on your job:

UniqueID: 4160

Section: Chicago

All above are actually N/A, but this portion of survey did not have the option.

UniqueID: 5261

Section: Chicago

Value Stream Mapping session helped me to understand and get rid of non-value added stuff out of process flow, which resulted in reduced cost of manufacturing and increased quality throughput.

UniqueID: 5969

Section: Chicago

I do not depend on my Section for ideas as it relates to my job. In regards to other publications, I use industry-specific periodicals for trend or idea information/data.

UniqueID: 6187

Section: Chicago

Promote change within the organization, is not enough to have or tell the idea, it needs to be implemented and it has to come from you. Who to contact to promote change.

UniqueID: 6339

Section: Chicago

Monthly meeting presentations give valuable information regarding quality and continuous improvement.

UniqueID: 6451

Section: Chicago

Five-point method of achieving agreement

UniqueID: 7008

Section: Chicago

Auditing articles have been excellent. Process flow and how to begin a new process. SPC -- and how it leads to improvements.

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Verbatim Report

Chicago

28. What is the one thing you would like to see improved in your section?

UniqueID: 120

Section: Chicago

Networking.

UniqueID: 168

Section: Chicago

Have topics of interest (i.e., software metrics, software process related metrics, etc.) and have meetings located in northwest suburbs (like Hoffman Estates, Schaumburg, etc.), not Des Plaines or Oakbrook.

UniqueID: 430

Section: Chicago

To apply the tools and concepts of quality management to the operation of the Section.

UniqueID: 448

Section: Chicago

I was incredibly disappointed that the Section decided to cancel all winter courses. I had been enrolled to take SPCII and was looking forward to learning the content and moving forward toward certification. In the future, perhaps the Section could pare down the number of classes but not cancel them entirely, as this presents a stumbling block for those of us trying to adhere to a given timeline.

UniqueID: 534

Section: Chicago

It would be helpful if the Section leaders would ask for improvement ideas regarding how the Section can help its members. Specific topics include certification preparation, sharing of best practices, and employment advice (interview, resume, cover letter, salary negotiation, etc.).

UniqueID: 761

Section: Chicago

Networking events held closer to my geographic area (Chicago Northshore).

UniqueID: 776

Section: Chicago

More informal networking opportunities.

UniqueID: 1330

Section: Chicago

This comment will be ignored as it has been for the last 10+ years: Start and end meetings earlier. Periodically have meetings in Chicago, not the suburbs. Speakers need to be prepared, and not all deserve plaques.

UniqueID: 1342

Section: Chicago

I would like to see if at least a couple of monthly meetings could have a lower price than \$30. I'm not suggesting going to a fast food place like McDonalds, but if a less expensive place can be found where two presentations can occur, I suggest trying to use price occasionally to get higher attendance.

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Chicago

28. What is the one thing you would like to see improved in your section?

UniqueID: 1479 **Section:** Chicago

Lower training costs.

UniqueID: 1581 **Section:** Chicago

The quality of instructors used for training offered by the Section.

UniqueID: 1614 **Section:** Chicago

Can the monthly meetings be on a different week of the month?

UniqueID: 1814 **Section:** Chicago

There is a wide variety of interests and skill level in the quality profession. The Section should develop programs that cover the skills and skill levels of the quality professional.

UniqueID: 2033 **Section:** Chicago

Where it is located. Most meetings are 40 to 60 miles away. This is the reason I rarely attend meetings.

UniqueID: 2225 **Section:** Chicago

Meetings/Technical Presentations: 1) Addition of Reliability content. 2) Advance prevention centric methods. 3) New Failure Analysis Methods.

UniqueID: 2362 **Section:** Chicago

Maybe for retake for certification reduce cost for first members.

UniqueID: 2390 **Section:** Chicago

More organization to dinner meetings. They often start late and run late.

UniqueID: 2481 **Section:** Chicago

An understanding of the types of industries involved in my Sections (i.e., do we have more medical, automotive, telecommunications, etc. professionals?).

UniqueID: 2484 **Section:** Chicago

Better use of resources (\$) breaking away from catering to special/old boy groups like TI.

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Chicago

28. What is the one thing you would like to see improved in your section?

UniqueID: 2981 **Section:** Chicago

Make meetings more affordable to its members.

UniqueID: 3486 **Section:** Chicago

More subjects dealing with the chemical and process industries.

UniqueID: 3955 **Section:** Chicago

Direct email of monthly meeting schedule (or reminder) each month, specifically to those members that attended a meeting in the last few months. Also, ideas for a meeting would be a networking meeting for the pre-dinner part and to bring in some local business leaders to speak to the value of ASQ trained (or certified) employees.

UniqueID: 4160 **Section:** Chicago

Meeting date conflicts with a community meeting I attend regularly. And since I'm new to the Section, I haven't built my motivation to go (yet).

UniqueID: 4616 **Section:** Chicago

I don't know if this applies to my Section or to ASQ as a whole. I'd like to see more information and guidance on real world application of quality control and quality improvement strategies. There are plenty of articles on how things should work, or how programs have been implemented in large corporations where there are no shortage of resources, but those do not represent any form of my reality over the past 12 years. In the real world of small- to mid-sized business, it's unusual for the upper management to not think of Quality as an unnecessary expense that has to exist because of the customer expectations or because of the need for quality system registration. I work at a \$50+ million company and I only have one engineer and two incoming inspectors. Things are going well if Quality is not an issue for top management. There is nothing from ASQ as to how to drive the improvement of the quality system in my type of environment.

UniqueID: 4743 **Section:** Chicago

Our job network is not very effective.

UniqueID: 5261 **Section:** Chicago

Board needs to make more effort to get more job openings listed on their job network by contacting various kinds of industries who might be a good employer and look for good quality professionals. Board member should also volunteer to become reference for active unemployed quality professionals who are going through a tough economic time.

UniqueID: 5969 **Section:** Chicago

From what I can ascertain, the Section has taken a direction which can assist most members. I am not a good indicator as my needs are very specific and would not work well for a focus for the Section leaders.

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28. What is the one thing you would like to see improved in your section?

UniqueID: 6176

Section: Chicago

Implement training classes/seminars that have recently been cancelled due to low enrollment.

UniqueID: 6187

Section: Chicago

I have seen an increase in number of participants in the last meeting on 1201, which makes a big difference for networking and participation.

UniqueID: 6339

Section: Chicago

Solicit improvement suggestion ideas. For instance, I brought up the idea of ASQ to offer volunteer work for ailing companies, specifically Ford, GM, and Chrysler. This would give ASQ the publicity it needs to grow.

UniqueID: 6359

Section: Chicago

Healthcare focus!

UniqueID: 6451

Section: Chicago

Collaboration.

UniqueID: 6842

Section: Chicago

Change Training Institute from top down, offer and maintain classes instead of cancellations, restructure courses for major certifications like CQE.

UniqueID: 6969

Section: Chicago

Provide more networking opportunities, such as linked in, message forums, email digest, etc.

UniqueID: 7008

Section: Chicago

More in-depth presentations. Most folks attending meetings are past the basic 101. If basic 101 is needed, use as a quick 5-minute introduction then get to some real meat and potatoes that can be applied to achieve a higher competitive advantage in the marketplace.

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42 Other. Which one of the following best describes your title or function?

UniqueID: 1614 **Section:** Chicago

Quality Auditor

UniqueID: 1794 **Section:** Chicago

Quality Audit

UniqueID: 2281 **Section:** Chicago

Retired

UniqueID: 2362 **Section:** Chicago

Process Evaluator

UniqueID: 2803 **Section:** Chicago

Auditor

UniqueID: 5969 **Section:** Chicago

Owner

UniqueID: 6451 **Section:** Chicago

Staff member

43 Other. Who pays for your ASQ membership?

UniqueID: 5969 **Section:** Chicago

As an owner, my membership is paid by my company for myself and the employees who we have as members of ASQ.

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47. Additional Comments:

UniqueID: 2033

Section: Chicago

The cost of meals at this Section is the highest around, \$35, and if you don't reserve it is \$40. If you have reserved and can't make the meeting you lose the \$35. Sometimes the weather or work will prevent me from making a meeting. The other organization meetings that I attend do not force you to forfeit any fees. The other meetings that I attend cost between \$10 and \$20 for the dinner and speaker.

UniqueID: 2225

Section: Chicago

I believe that ASQ reach-out activities, in past 20 years, have helped to bring quality methods to many non-technical disciplines. Unfortunately, I also think this has caused a great number of people in technical disciplines to migrate to other groups. With the exception of Quality press and sub-group activities, there is little in-depth technology content available through ASQ meetings, QP magazine, and training activities.

UniqueID: 2981

Section: Chicago

ASQ is well known to Quality Professionals. However, Executive Management knows very little about ASQ and its activities. ASQ must better communicate its valuable services to Executive Management.

UniqueID: 3486

Section: Chicago

It's good that you keep on the forefront of trends and topics.

UniqueID: 4542

Section: Chicago

Continue to work within the industries to have the ASQ certifications result in tangible increases in salaries.

UniqueID: 4616

Section: Chicago

I don't know if this applies to my Section or to ASQ as a whole. I'd like to see more information and guidance on real world application of quality control and quality improvement strategies. There are plenty of articles on how things should work, or how programs have been implemented in large corporations where there is no shortage of resources, but those do not represent any form of my reality over the past 12 years. In the real world of small- to mid-sized business, it's unusual for the upper management to not think of Quality as an unnecessary expense that has to exist because of the customer expectations or because of the need for quality system registration. I work at a \$50+ million company and I only have one engineer and two incoming inspectors. Things are going well if Quality is not an issue for top management. There is nothing from ASQ as to how to drive the improvement of the quality system in my type of environment.

UniqueID: 5261

Section: Chicago

In the last seven years I have been unemployed several times, laid off or worked on temporary assignments and could never get a permanent and/or long-term employment. ASQ membership just kept me active with the professionals. Technical institute at Section 1201 is a mess. It is mismanaged, very high cost of educational/certification courses and workshops are very expensive. Instructors are greedy and they don't care about future of unemployed engineers who want to be back in the market. It is total mess. No one is helping the high number of unemployed quality engineers, it has increased by 700%.

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47. Additional Comments:

UniqueID: 5969

Section: Chicago

I ranked a number of questions very low due to the way the questions were asked. Example: When asked if Section functions were to my job, of course not due to being an owner. Even if I was not the company owner, the questions were still worded very poorly and had built-in failure direction.