

Voice of Customer - Your survey response is very important to ASQ services

Please provide your level of satisfaction.	N/A %	Excellent	Above Average	Average	Below Average	Need Improvement	Score %	Likert Level	
		☺☺☺	☺☺	☺	☹	☹☹			
Pre-Dinner Session content	3.9	43.10	31.40	21.60	0.00	0.00	81.18	Acceptable	
Post-Dinner Session content	2.4	71.40	19.00	7.10	0.00	0.00	90.86	Very good	
Location	3.9	45.10	33.30	15.70	0.00	2.00	81.56	Acceptable	
Food	7.8	45.10	27.50	19.60	0.00	0.00	78.86	Need Improvement	
Facility	2.0	50.00	44.00	4.00	0.00	0.00	87.60	Acceptable	
Registration & Check-in process	8.3	50.00	27.10	6.30	2.10	6.30	77.56	Need Improvement	
How did we deliver the knowledge of our services:	N/A %	Excellent	Above Average	Average	Below Average	Need Improvement	Score %	Likert Level	
		☺☺☺	☺☺	☺	☹	☹☹			
Training Institute courses	11.1	46.70	28.90	13.30	0.00	0.00	77.80	Need Improvement	
Job Opportunities posted on website	8.7	45.70	23.90	17.40	0.00	4.30	76.12	Need Improvement	
Section Website Content	8.9	40.00	26.70	20.00	0.00	4.40	74.24	Need Improvement	
Board members' involvement	6.8	54.50	22.70	15.90	0.00	0.00	82.20	Acceptable	
Likert Scale levels		Best in class	95-100%				Overall	80.80	Acceptable
		Very good	90-94%						
		Acceptable	80-89%						
		Need Improvement	<79%						

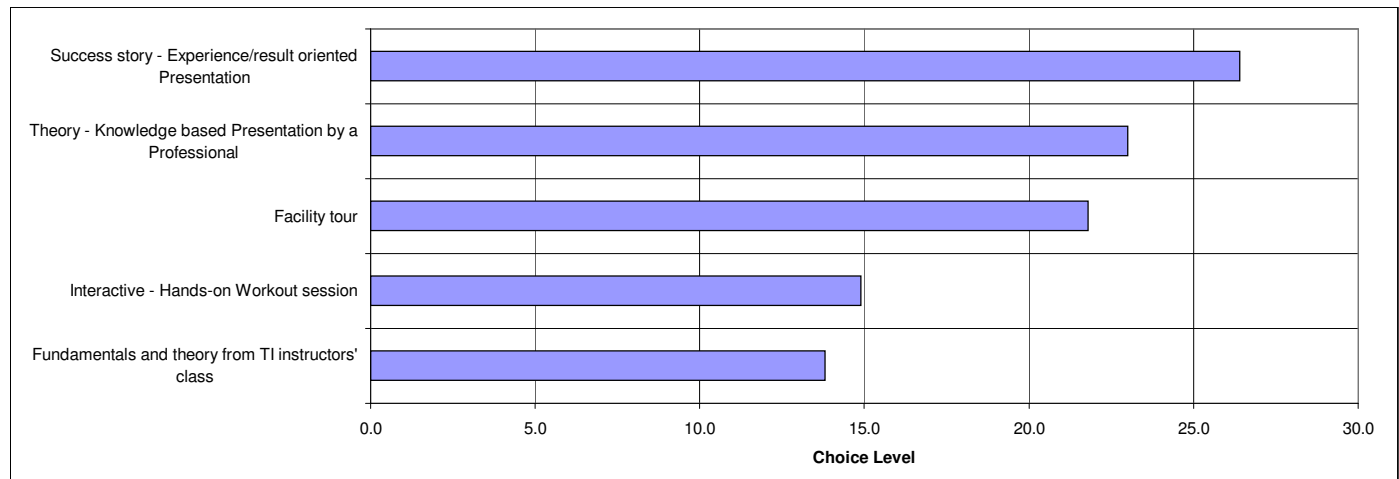
Comments about the ASQ Chicago section or Programs:

1. good job, keep doing
2. excellent
3. 1201 monthly session topic = change management
4. Website: Add podcasts, free content (pdf) "How to Articles"
5. program seemed a bit long
6. costly dinner
7. If the pre-dinner session finished early, try to get dinner served earlier, so as to keep program moving along and get us home faster
8. AV Training, End on time
9. AV Training
10. great section/programs
11. Excellent thought to have Bill Lieberman with us plus award on his name
12. keep some meetings at low cost locations to encourage more participation
13. Improve job networking
14. advertised 0.3 RU, given 0.6, wrong program on RU ticket, name tag should not say Chicken, improve late and chaotic registration desk with more and accurate volunteers

Suggest one Training course that you would definitely join if offered by Training Institute:

1. Supply chain and source inspection
2. Philosophy of Quality and Change
3. I have Saturday work, so TI does not fit my needs
4. Minitab
5. Innovation
6. How to get a job in quality field
7. Job networking
8. Innovation
9. Root Cause/5 Why
10. Yellow Belt
11. Stats in Excel
12. A Quality Professional's role in improving primary/secondary education for Chicago Public School
13. ISO 14001

Please select the styles of the program as you prefer, you can choose more than one style.



Sep-11	87.6
Oct-11	82.7
Nov-11	80.8

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