

ASQ Chicago – VOC Section service survey as linked on Website 2011-2012 Fall

1. If you can not attend the general meeting, what could be the primary reason?		Response	%
the location, too far to drive		17	68%
commitments from profession or at home		7	28%
the cost of the dinner meeting		5	20%
the meeting/session topic selection		4	16%
N/A - I can attend the meetings without any problems		3	12%
bad weather or traffic		2	8%
the type of food offered		0	0%

2. What could the Chicago Section do better?		Response	%
no improvement needed		2	7%
use recognized speakers		3	11%
career development information		5	19%
more community involvement		5	19%
networking		6	22%
control costs		8	30%
education and training		9	33%
meeting topics		9	33%

3. What Quality related course would you suggest to Training Institute to have classes or workshop?
TI is due for changing courses that need to match current requirements
Indicate how social media is affecting customer perceptions and quality of products and services.
Six Sigma
BOK for Inspectors
Current classes are OK
Lean Six Sigma
Lots of cost to attend TI Classes.
all
More courses/workshops related to reliability engineering.
Additional CQE courses
Reliability
IT metrics - e.g. software development lifecycle (SDLC) measurements used during s/w development!
Design for Reliability
Regulatory Compliance for FDA CF 820, JPAL, MDD, TGA, etc.
How to conduct an audit for the Lead Auditor. Some insight on ASME NQA-1
Courses related to medical devices/ pharmaceutical industries.
Biomedical and healthcare and updates on standards changes.
8D RCA, Gage R&R / MSA, Hypothesis Testing
no opinion
Providing classes that meet the local companies' training needs for their employees. Survey needed.

4. What do you consider as best location for the monthly General meetings?
near 290 or 294 or 355 junctions/exits
Somewhere just outside of the Chicago city limits.
Loyola University
Manzo's – Des Plaines
Does not matter
Downtown Chicago
This is Best Location as all my Friends Like this.
north side only and dinner or buffet should be with in \$20
Western suburbs.
I can not comment here, my work schedule and distance from the meetings preclude a recommendation
In Chicago. The loop, Greek-town or another area accessible by mass transit.
Move a few meetings from NW of the city to west or SW
Northwest location (Hoffman estates, Schaumburg, etc.)
Locations within 10 mile radius of downtown Chicago
Oak Brook, Countryside
Near Randolph and Michigan so I could take the train instead of drive
Look at the remember list to see where the largest group is and have the meetings in this area.
Have meetings on Fridays. Reduce meeting cost - offer boxed lunches. Have Workshops, not lectures.
A place accessible by public transportation for those of us without cars.
Any location that could be easily reached via public transportation (Metra, CTA El or Bus)
I've only attended one meeting (Manzo's), but live closer to the William Tell;
Present varied locations seem to work fine. Manzo's seems to be a favorite location.
Chicago IL

**5. Please provide suggestions that will allow us to improve your membership experience with the ASQ Chicago section.**

need more organization at section and more feedback to us

Create a continuous improvement committee and gather improvement ideas from not only surveys but also focus groups. One topic could be related to re-certification. In networking events, bring in recruiters for folks in transition. Openly share through e-mail news letters where the jobs are.

We are doing overall good.

Move meetings downtown

Try to post this year & Next Year Meeting schedule, Also like to in advance Topics and Speakers name, Title. We need more time Career Net Working and others issue for Washington DC can do better for Unemployed members.

north side only and dinner or buffet should be with in \$20

I believe a reliability topic at a dinner meeting every now and then would be a good idea.

Most of the training locations are south and difficult to attend. This is not a criticism; it is just difficult to attend. It is my proximity to the training locations.

Change meeting location to the city, the suburbs are isolating and unattractive to younger members, make meetings more interactive rather than strictly lecture format - short format lecture followed by breakout workshops?

Have meeting locations on northwest side of Chicago and topics around software metrics!

To improve networking opportunities provide meeting attendees with voluntary attendance roster.

It is all about location of the meetings.

Have two meetings a year, free to all members. List to the members, their needs. Organize events. Programs, training, etc. that meets membership needs. Assist members transition their careers. TI should apply for government grant and financial aid programs offered to non-profits and unemployed members

Have meetings in more easily accessible venues. Start and end earlier.

See suggestion for location of general meetings above

trying to get more active with you

ASQ as an organization needs to become more relevant in the Chicago area as to training/certifications/involvement, and demonstrating how the training/certifications and involvement improve the bottom line of businesses. ASQ needs corporate support-this can be accomplished thru marketing/HR mtgs.

\$ to expensive ( Dinner)

6. Overall Ratings for services	Excellent	Very Good	Good	Average	Need Improv.	Score %	Likert Level
	5	4	3	2	1		Result
Exams & Re-certification	18.52	48.15	18.52	7.41	7.41	72.59	Need Improvement
Job Networking	3.70	18.52	37.04	25.93	14.81	54.07	Need Improvement
Website and Information	22.22	37.04	22.22	11.11	7.41	71.11	Need Improvement
Membership services	11.11	44.44	29.63	14.81	0.00	70.37	Need Improvement
Monthly General meetings	7.41	33.33	25.93	22.22	11.11	60.74	Need Improvement
Training Institute	3.70	44.44	18.52	14.81	18.52	60.00	Need Improvement

	Min Value	Max Value	Average	Std. Dev.	Responses
<b>7. Select the Overall rating for the section</b>	23.00	95.00	74.96	19.09	27