

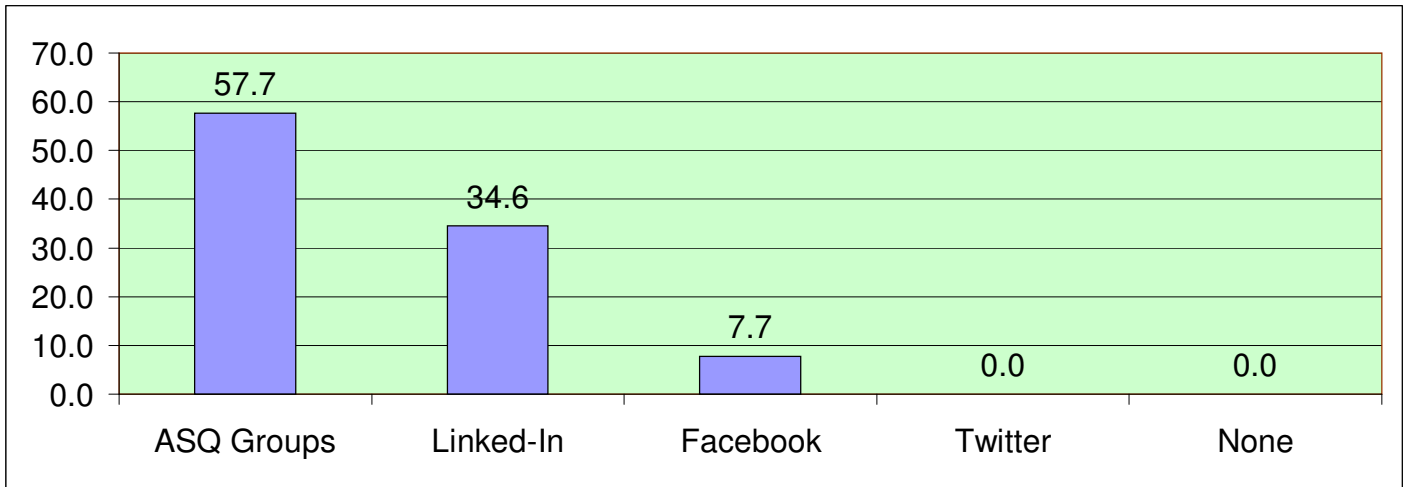
Voice of Customer - Your survey response is very important to ASQ services

Please provide your level of satisfaction.	N/A %	Excellent	Above Average	Average	Below Average	Need Improvement	Program Score %	Likert Level
		☺☺	☺	☹	☹☹	☹☹		
Pre-Dinner Session content		61.90	31.00	7.10	0.00	0.00	90.96	Very Good
Post-Dinner Session content		59.50	28.60	11.90	0.00	0.00	89.52	Acceptable
Location		71.40	21.40	7.10	0.00	0.00	92.78	Very Good
Food	4.8	66.70	23.80	4.80	0.00	0.00	88.62	Acceptable
Facility		66.20	21.40	2.40	0.00	0.00	84.76	Acceptable
Registration & Check-in process		73.80	21.40	0.00	2.40	2.40	92.36	Very Good
How did we deliver the knowledge of our services:	N/A %	Excellent	Above Average	Average	Below Average	Need Improvement	Section Score %	Likert Level
		☺☺☺	☺☺	☺	☹	☹☹		
Training Institute courses	14.6	41.50	14.60	29.30	0.00	0.00	70.76	Need Improvement
Newsletter content	9.8	54.50	21.00	14.80	0.00	0.00	80.18	Acceptable
Section Website Content	7.3	66.30	17.10	9.30	0.00	0.00	85.56	Acceptable
Board members' involvement	2.4	54.80	26.20	16.70	0.00	0.00	85.78	Acceptable
Likert Scale levels	Best in class	95-100%		<i>Programs</i>	<i>Section</i>	Overall	86.13	Acceptable
	Very good	90-94.99%		89.83	80.57			
	Acceptable	80-89.99%						
	Need Improvement	<80%						

Comments about the ASQ Chicago section or Programs:

Poor planning, Use training institute to learn how to plan a project or workshop in advance
 IPC training course can be introduced
 Poor project planning
 Registration for the meeting was opened late due to lack of planning
 Speakers and topics were unknown till last week
 Poor Late planning-poor value of our money
 Is plant tour going to happen this year?
 Should provide one informative quality related article copy to all attendees each time
 Better meeting topics
 Smaller workshop-type dinner meetings where it is interactive vs. watching a single speaker
 Why late planning? we can not plan our Wednesday till we know meeting-very bad project management
 Spell check please.
 Please provide more information/speakers involved with improving Chicago Public Schools
 Tonight's program was very timely and interesting, excellent topic choice
 Fantastic job, enjoyed all aspects. Although reduce time on raffles
 How many Quality Engineers we need to fix a microphone?
 Seating was too tight
 Make sure that microphone works ok, many of the meetings had this problem in past.
 On-line look-up for member number during registration
 Plan ahead for early registration
 US Mail preferred for communication

Besides Mass-email, what other communication you prefer?



Results	Programs	Section	Overall		
2011-09	88.02	86.91	87.57	Program Team	Janet Stapleton
2011-10	83.53	81.35	82.66	Program Team	Richard Linden
2011-11	82.94	77.59	80.80	Program Team	Edward McCleery
2012-01	89.83	80.57	86.13	Program Leader	Eric Jakubowski
				Prepared by - ASQ Chicago - VOC	Sam Makwana