



Meeting Minutes 23 September 2003 Denny's

6:00 PM to 6:30 PM

Members arrived and introductions were accomplished. The attendance was light and no speaker was scheduled.

The section Secretary, Mark McQueen opened the meeting with a brief overview of section information and gave an informal presentation of the APEX Award process:

- What is APEX? The state level Malcolm Baldrige type award process. It's the Governor's "Award for Performance Excellence" administered by the NvQA organization. The award consist of four levels; the Silver State Award, the Pioneer Award, the Trail Blazer Award, and the Prospector Award. Special awards include those for Customer Service Excellence, Community Support, and Quality Leadership
- What involvement did ASQLV have in this? At least three section members participated as APEX Examiners
- What did being an Examiner entail?
 - 1) A one day training session to get familiarized with the requirements, the submission process, the evaluation process, and the award process
 - 2) 40 to 60 hours (dependant upon the level of award the team was to consider) of effort to review the application, meet with the examiner team, conduct site visits, and determine an overall score

A round table discussion was started prior to dinner being served that focused on some general topics relating to continued improvement of the section and improved meeting attendance:

- What kind of activities would you like at meetings? More speakers and topics relating to quality. More tours of facilities, like the Fletcher Jones Lexus experience and industry relating to member's work environments – suggested tours included; Yucca Mountain, Timet, Oceanspray, Ethel-M, Nevada Power, Toyota, and the Department of Energy
- What certification training would you like the section to sponsor? CQM and CQA
- What information would you like to see on the section Web site or in Newsletters? Job contacts and other links to sites
- What can we do to make meetings more attended? Pick a day and have the meetings occur the same time every month



Meeting Presentation:

No presentation was given.

Meeting Attendance (Members):

Mark McQueen, Fred Watstein, Carl Wright, and David Hewetson.

Next Meeting:

The next meeting still had not been confirmed but was being planned to be a tour at Mandalay Bay - Shark Reef.

Closing:

The members were thanked for their attendance and the meeting ended.