



Meeting Minutes
18 December 2003
Denny's

6:00 PM to 6:30 PM

Members arrived and introductions were accomplished. A guest visiting his daughter here from England joined us. This guest is a member of the Institute of QA in the UK.

The Chairman, Matthew Maio opened the meeting with an introduction to the night's speaker, Mr. David Crowell (Section Marketing Committee Chair and international ASQ member) and a summary of section business/news with the member's discussion the following items:

- Section Strategic Goals
- Section Executive Committee nominations
- Marketing Plans
- Section Web site and continued improvements
- Member E-mails and a call for members to submitted and/or check that the E-mail address provided to HQ ASQ is current
- Meeting locations and that data shows the highest concentration of members reside in the southeast part of the valley
- Meeting's scheduled are presented on the Web site through the end of the year - The Chairman's wife Jana has setup the meeting locations
- Specific Sections Goals/Objectives with POCs (Point Of Contact), plans for achievement, and status
- Communication - Web site background for members only that is a secure site.
- Member resumes
- Job market - resume development
- Job postings - these are being presented on the Web site
- Bandwidth limitations off the Web site - currently only 10% of the available bandwidth is being used
- ASQ Conferences - A prep course for the CQE certification is being held here that is a four days crash course
- ASQ Course sponsorship by the section
- Certification recognition for those that have achieve a level of certification within the section



- Member response to the question posed on the Web site for members to identify which certification activities would be most beneficial to members
- NvQA and the state level involvement in the Malcolm Baldrige program in which 46 other states participate
- At large membership w/NvQA partnership
- MAP (Management Assistance Partnership) partnership through CCSN
- Potential new members from the Mandalay Bay – Shark Reef
- Other not-for-profit organization interaction with our section
- Mr. Carl Wright – an offer to help scheduling speakers
- Program Committee Chair search in progress – Carl Wright acting
- Membership discussion – member numbers versus attendance. Approximately 145 total section members and an average of about 10 members in attendance per meeting. The goal of achieving 10 – 15% per meeting was raised
- Potential speakers and tours - Fire departments and airport workers after the 9/11 attack; City and County personnel; Regional Transportation speaker on I-15 development; Water Authority and Lake Mead facility tour; Monorail System; and the tours available at the Las Vegas Motor Speedway
- In March the sections Volunteer Award going to Steve Mergenmeier for his role as the re-certification chair and to Matt Maio for his role as Secretary then Section Chairman
- General discussion about the Marketing Chair working with NvQA and a marketing strategy for both
- Member survey for section improvement – The Chairman looking for past survey information
- The night’s speaker was presented with a gift and a certification from the section
- Steve Mergenmeier was also presented with a gift and certification
- The Treasurer read the section financial report
- Individuals introduced themselves around the room

At this point dinner was served and members talked amongst themselves

Meeting Presentation:

The evening’s presentation was titled “Eggplants to Elephants: How’s Your Corporate Memory?” This is Knowledge Management Presentation developed by our speaker that talks about how important knowledge management is to an organization and some of the pitfalls they have to overcome. Several references were made to the sources of information on the



World Wide Web and other sources of information sharing. It was pointed out the U. S. Army conducts “After Action Reviews” and has a “Center for Lessons Learned” established. Their emphasis is on the improvement process as a critical part of the planning process.

After the presentation, discussions continued and a general theme was agreed upon that organizations are moving away from the QMS (Quality Management System) to the BMS (Business Management System). This is determined to be a better way of presenting the goals of this type of structure and activity, and have less of perceived negative impact throughout an organization.

Meeting Attendance (Members Listed):

Attendance numbered at twelve to include the speaker and guest. Matt Maio, Garaber Kassakhian, Barbara Ground, Mark McQueen, Carl Strauss, Bill Liane, Jim Voight, Carl Wright, Collen Wilson-Pappa, and Steve Mergenmeier.

Closing:

The members, speaker, and guest were thanked for their attendance and the meeting adjourned.