



Meeting Minutes

21 July 2004

Blue Ox Tavern

5:45 PM to 6:30 PM

Members arrived and talked among themselves. Newly attending members were welcomed and food orders were taken as members had arrived.

The Chairman, Matthew Maio opened the meeting, introduced the night speaker, and all in attendance then introduced themselves around the room.

Meeting Presentation:

The evening's speaker, David Crowell is our section's Marketing Chair. He began the presentation by giving us some background on how elements, of his presentation were developed. While he was working with the U.S. Army in Germany the desire and need to obtain feedback about services provided in their retail organizations, clubs, auto garages, exchanges, and etc... was identified. When a system was put into place to obtain feedback the result was the observation that people, to include customers and employees alike, rarely spoke-up to provide information about the quality of service provided or received. This prompted a closer look at why people are reluctant to participate in this activity which was the theme of his presentation.

His presentation was tilted "Freedom to Speak: Why Nobody Brings Up Problems at Work" consisting of 39 slides. A copy of these slides can be found on the ASQLV Web site, under the link "documents."

Some high points of his presentation included:

- Japan and Germany rate ahead of the United States in their employees belief that if the company does good, they do good
- Toyota's suggestion program receives input from its employees at a rate of 400/employee per year
- Toyota has an adoption rate of 90% out of their suggestion program
- Quality Professionals have the best ability to provide feedback to management based on their knowledge, training, experiences, and activities
- Successful suggestions require "knowing what to say and how to say it"
- The WIFM (What's In It For Me) rule plays a big part in people providing feedback
- Sometimes finding someone from outside the organization to present information and suggestions is more successful



At the end of the presentation our Treasurer (Barbara Ground) gave a status on efforts of the section to present a two day CQM course. Matt gave an overview that identified QCI (Quality Council of Indiana) course materials as those being used for the course. David indicated that since this was a time limited presentation, he would cover the more troublesome areas of the certification test.

Meeting Attendance:

Meeting attendee's numbered sixteen to include members and the speaker (also a member). Members in attendance included; Matt Maio, Barbara Ground, Mark McQueen, David Crowell, David Hauck, Carl Wright, Chris Gleason, Dave Youngman, Charles van de Pulte, Roger Kell, Kurt Regner, Charles Neal, William Petrie, Richard Powe, Fred Watstein, and Dave Hewetson.

Closing:

Members were thanked for their attendance and participation and the meeting was adjourned.