

31-Aug-10

4:55 PM

Fiscal Year: 2009-10



BUSINESS PLAN

ASQ LAS VEGAS / 705

Submit **previous year's** business plan with results. Include a cover letter verifying that 75% of goals have been met. Send to Member Unit Leadership Committee, Regional Director for Sections, QMP Committee Representative for Divisions and (qmp@asq.org) **by September 1st**.

Submit your **current year** Member Unit's plan to the Member Unit Leadership Committee, your Regional Director for Sections and QMP Committee Representative for Divisions qmp@asq.org **by June 30th for Divisions** & **October 1st for Sections**.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments
Increase Impact									
Support Global Transformation Initiative	Global Transformation Initiative Brief	Brief ASQ's Global Transformation Initiative at a Section Meeting and post information to the Web	SEP09	Meeting Information	Make membership aware of ASQ goals	C	100%	Secretary and Webmaster	Briefed and Posted to Web
Support Social Responsibility Movement	Social Responsibility Movement Brief	Brief ASQ's Social Responsibility Movement at a Section Meeting and post information to the Web	OCT09	Meeting Information	Make membership aware of ASQ goals	C	100%	Secretary and Webmaster	Briefed and Posted to Web
Grow Membership									
Grow the number of organizations served	Publicize Section Events	Increase publicity for section events through web sites, newspapers and other publications	On-going	Meeting attendance / New attendees	Gain continued diversity in member attendance	C	100%	Publicity Chair	Done
Grow the number of members engaged in member unit activities	Increase Member Volunteer base	Recruit more Section Volunteers	On-going	Member Volunteer List	Have more Member Leaders identified	C	100%	Chairperson and Secretary	Done
Grow the number of renewing members	Maintain Section Membership	Ensure section membership and attendance lists are maintained and that every new and renewing member are welcomed into the group	On-going	Membership Database	Consistently maintain Section membership average levels	C	100%	Membership Chair and Secretary	Done

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments
Increase Customer Loyalty									
Improve member retention	Identify Member needs to Increase Member Retention and Participation	Use surveys via the Web, during meetings, and by other means to identify ways to increase member participation, and thus retention	On-going	Meeting attendance / committee participation	Consistently maintain average member meeting / tour attendance event to event	C	100%	Membership Chair and Secretary	Done
Enhance the value of the Quality BoK through strategic use	Seminars and assistance with ASQ Certifications	Organize at least one seminar, training event or certification exam preparation course on a specific topic from the Quality BoK	TBD	Meeting attendance rosters	1) Increase ASQLV sponsored educational opportunities to membership. 2) Minimum of 50% attendance of those that sign-up for prep course.	D	0%	Education Chair	Cancelled
Grow Means									
Increase professional certifications	Organize Local ASQ Exams	Organize Site and Proctors for ASQ Exams	On-going	Room checks issued	To provide secure site and efficient proctoring	C	100%	Certification Chair	All Exams Proctored
Increase use of ASQ training	ASQ Training Identification	Highlight ASQ Training Opportunities to Members during Meetings and on the Web Site	On-going	Survey Membership	1) To post the ASQ Training Catalog and Calendar on the Web Site. 2) Identify semi-local ASQ training blocks	C	100%	Education Chair, Secretary and Webmaster	Done
Process Performance									
Use technology to enable information sharing	ASQLV Web Site	Maintain ASQLV Website to ensure that information is current and relevant to Section Business	On-going	Website Statistics and Member Survey responses	1) Ensure website is available at least 95% of the time. 2) Continue to populate calendar of events as events are determined and scheduled. 3) Continue postings and usage by members and non-members	C	100%	Webmaster	Done
Improve performance using Baldrige criteria or	Plan Do Check Act	Monitor the Business Plan throughout the year	On-going	Activities percent completed	Accomplish \geq 75% of all stated goals	C	100%	Chairperson and Secretary	Done

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments
other methodology									
People									
Increase Member Leader satisfaction	-Business Cards	Provide ASQLV Business Cards for Member Leaders	21Oct09	Meeting Information	Cards for all Volunteers	C	100%	Secretary	Done
	-Name Tags	Provide ASQLV Name Tags for Member Leaders	21Oct09		Tags for all Volunteers	C	100%	Secretary	Used during meetings
	-Introduce Member Leaders	Identify ASQLV Member Leaders on the ASQLV Web Site and at meetings	On-going		Introduce Member Leaders	C	100%	Chairperson and Webmaster	Web and Meetings
Increase Member satisfaction	Section Meetings	Hold at least 6 Section Member Meetings with Speakers	07/09-06/10	Meeting attendance rosters	Regularity of meetings and consistent attendance	C	100%	Program Chair and Secretary	12 Meetings
Increase Member satisfaction	Facility/Plant Tour	Organize at least one facility/plant tour per year	OCT09	Meeting attendance rosters	Increase quality interaction with local enterprises	C	100%	Program Chair and Secretary	CPI
Increase Member loyalty	Membership Communication	Ensure there are at least 4 membership communications per year (ASQLV Quick News, Meeting Announcements, Newsletters, Postcards, etc.)	On-going	Quick News and Newsletter postings to the Website	Ensure communication through electronic means or by mail on a regular basis	C	100%	Membership, Newsletter, and Program Chairs with Secretary	Meeting announcements and Newsletter
Increase Member value	Exam Notification	Post on Web Site and include in Newsletters, notices of upcoming exam dates and requirements (if applicable)	On-going	Cover all ASQ scheduled exams locally	Inform potential participant to register on time	C	100%	Certification and Newsletter Chairs with Secretary	Web and meeting notices
Increase number of Member Leaders participating in leadership training	ASQ Leader Training	Fund ASQ Leader Training and facilitate other leader training opportunities	APR10	Attendance Registration and other training forums	Enhance Member Leader's leadership training	C	100%	Chairperson and Secretary	ASQ Leader Training attended

Columns with bold headings are required.

^ This can be used for tracking progress. A common legend to use: A (ahead of schedule), B (behind schedule), O (on schedule), C (complete), H (on hold), D (dropped)

‡ These columns must be filled in when plan is submitted for the Total Quality Award.

* Who is responsible for this activity?