



Fiscal Year: 2010-11

BUSINESS PLAN FOR ASQ LAS VEGAS, SECTION 705

Objective	Activity Title	Activity Description	Activity Date (s)	Measure	Goal	Status ^	% of Goal Achieved †	Contact*	Comments
Increase Impact									
Support global transformation initiative	Implement Fiscal Year Change	Create time phased plan for smooth transition to Jan-Dec fiscal year. Plan 12mo- 6 mo- 12 mo fiscal years	TBD	Smoothness of transition	Smooth transition, align with ASQ HQ fiscal year			Chairperson & Leadership Committee	
Support social responsibility movement	Social Responsibility story	Write social responsibility story for submission to ASQ –on one of the seven Social Responsibility areas	TBD	Story written and submitted	Contribute to ASQ’s Soc Resp movement			Chairperson and member	
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			Publicity Chair	
Grow the number of members engaged in member unit activities	Increase Member Volunteer Base	Recruit more Section Volunteers. Send to Leadership training	On-going	Member Volunteer List	Identify and train Member Leaders			Chairperson Secretary & Nominating Chair	
Grow the number of renewing members	Maintain Section Membership	Ensure section membership and attendance list are maintained and that every new and renewing member are welcomed into the group	On-going	Membership Database	Consistently maintain Section membership average levels			Membership Chair and Secretary	
Increase Customer Loyalty									
Improve member retention	Identify member needs to Increase Member Ret	Use surveys via the web, meetings, etc to increase member particip & retent. Analyze data and give feedback on concerns.	On-going	Meeting/tour attendance, committee participation, survey results	Maintain avg member meeting/ tour attendance, sect membership			Membership Chair, Chairperson, Secretary	
Enhance the value of the Quality BoK through strategic use	Seminars & assistance w ASQ certifications	Organize at least one training event/ prep course on a specific topic from the Quality BOK	TBD	Meeting/ training attendance rosters	Increase asqlv sponsored educ opportunities to membership			Education Chair	

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Support Region 7 DRD Project	Listing of 'Quality' Educ Facil in S Nevada	Identify educational facilities that offer courses or certification training in Quality in Southern Nevada	TBD	Post listing with links of facilities on website	Create listing of educational facil offering Quality in SN			Education Chair	
Grow Means									
Increase professional certifications	Organize Local ASQ Exams	Organize Site and Proctors for ASQ exams	On-going	Room checks offered	To provide secure site and efficient proctoring			Certification Chair	
Increase use of ASQ training	ASQ Training Identificatn	Highlight ASQ Training Opportunities to members during meetings and on Website	On-going	Survey membership	Post ASQ training catalog and calendar on website			Education Chair, Secretary & Webmaster	
Process Performance									
Use technology to enable information sharing	ASQLV Website	Maintain ASQLV Website to ensure information is current and relevant to Section Business	On-going	Website statistics & membr survey responses	95% uptime, keep calendar populated, continue postings			Webmaster	
Improve performance using Baldrige criteria or other methodology	QMP	Monitor Business Plan (Quality Management Plan) throughout the year	On-going	Activities percent completed	Accomplish >-75% of all stated goals			Vice Chair (QMP Chair)	
People									
Increase Member satisfaction	Section Meetings/plant tours	*Hold at least 8 Member Meetings w/ speakers /yr *Hold at least one facility/plant tours /yr	July '10- June '11	Meeting attendance rosters	Regularity of meetings, Interaction w/ local enterprises			Program Chair & Secretary	
Increase Member value	Exam Notification	Post on Website & include in Newsletters notices of upcoming exam dates	On-going	Covers all asq scheduled exams locally.	Inform potential participant to register on time			Chairperson Newsletter, Secretary	
Membership Communication	Member Communic	Ensure there are at least 4 member communications /yr (Quick News, Newsletter, From the Leadership, Meeting Announcements, postcards, etc.)	On-going	Quick News, From Leadership Newsletter posting on website	Ensure regular communications about section affairs – electronic, postal			Newsletter, Membership ProgramChr Chairperson & Secretary	
Member Recognition	Member of the Year	Recognize outstanding member for contribution to the Section	TBD	Give award & recognition item	Recognize outstanding member			Leadership	

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?