



### **ASQ President Pete Andres Discusses Membership Retention**

With membership renewals declining, we need your help in determining practices that have the greatest influence on member value. [Listen to this important message](#) from Pete Andres, ASQ president, about helping increase member retention by [completing this survey](#). The survey will be open through November 9, and results will be shared in December 2009.

### **Free Customer Service Measurement Webinar**

Providing quality customer service has many advantages that can be applied to member unit retention. ASQ is now offering [a free webinar](#) on customer service measurement that includes analyzing existing data and planning specific strategies. For more information, [read the news release](#).

### **Using the ASQ Event Calendar**

ASQ member units are encouraged to share their events through the ASQ Event Calendar by clicking the "Submit Your Event" link. Don't forget, you can also use the event calendar to search for quality-related events in your area! Since submissions can only be completed by ASQ members, if you are not logged in you will be prompted for your member number and password.

### **Have You Signed in to the New Online Community?**

With new features that include the ability to upload and share files, post comments, and instant message, ASQ's newly launched online community makes it simple to network with quality professionals. The community site is completely user driven, allowing you to easily create (or join) a network or blog on a particular topic. [Visit the new online community](#).

### **Attract New Members by Hosting Future of Quality Dialogue**

ASQ headquarters can work with you to offer stakeholder dialogues as part of an existing program or as a meeting topic on its own. Attract members, local professionals, and executives interested in discussing the future of quality by hosting a program in your area. ASQ uses information obtained from these events to shape the future of the Society. ASQ provides the speaker and meeting materials; member units are asked to handle the meeting arrangements and promotion. Contact [Melissa Griffin](#) for more information or to plan a program.