Agenda – Section 0511 Vision Meeting
6.30.21 via Webex
6:00 to 8:00 pm

<u>Attendees</u>:
Vladimir Nesterovich (Section Chair)
Ken Rapuano (Section Secretary)
Kyu Jang (Section Treasurer)
Barbara McCullough (Nominations Chair)
Leslie Braun (Finance Chair)
Connie Broadie (VOC/Historian)
Eric Jensen (Certification Chair)
Mike Coleman (Membership Chair)
Seema Garg (Placements Chair)
Jeff Parnes (Webmaster/Electronic Media Chair)
Muzaffar Zafar (Education Chair)
Carolyn Miller (Arrangements Chair)

Three elected officers and >1/4 of the appointed officers were present; quorum was achieved.

1. June Round Table
   a. Discussion – Poll

VN – CB sent only to those who participated in the Quality Matters roundtable. One very negative response but most responses from those who participated were highly positive. Almost all who spoke at the discussion responded; those who didn't speak up didn't respond to the poll.

   b. Report – Ken Rapuano

VN – Draft exists; in final editing and will be posted.

2. Upcoming Events
   a. June 6th Poll

VN – Tried to pick topics with most appeal to the membership. Leading topics were presented by Connie at the June 9th membership meeting.

   b. Meeting with Barbara

VN – Barbara will try to match moderators to topics in a fair way.

   c. Upcoming Meetings
        i. July – Plans and Process Descriptions: Mike Coleman, Vladimir Nesterovich
       ii. August – ASQ Sections: Ken Rapuano, Author TBD (Vladimir as backup)

VN – This is an important topic; direct opportunity for the membership to express what they do and don't expect from the Section.

       iii. September – Park / Ranger: Barbara is arranging.

3. Further Upcoming Events
   a. We have additional 2 moderators
   b. However, we have 2 poll inputs

c. Connie is running a poll on the winning topics

VN – Original poll to the attendees of the first round table was deliberately anonymous. Six people said they would moderate and seven said they would author. After the next two topics (Mike C and Ken R), the remaining topics are up for grabs. CB will now run non-anonymous polls to get a pool of moderators and authors.

VN – Cyndi provided attendance records for the two moderator volunteers from original poll. They each have attended 3 times over the course of the last several years, so they are not regular attendees, but have attended.

Jeff – asked for Vladimir to get him the information to post for the July meeting's announcement; Vladimir will get to Jeff now that all information is available.

4. Membership Chair – Bill has left, Mike has volunteered
   a. Required position
   b. Appointed as Membership Chair effective 6/29/21.
   c. 3 years' experience as Membership Chair
   d. Reviewed with Barbara (Nominating Chair) and she concurred.

5. Compliance Chair
   a. Diagram
   b. Not a required position

VN – created by the Section Chair in April and announced at the April 2021 Vision Meeting.

   c. Significant gap left

VN – Ideally, we would now have a log of prioritized ASQ requirements. With no officer, devolves back onto the chair; so needs to be addressed.

6. April V&S Meeting – 2 layers
   a. Diagram

VN – Meetings are currently not in danger; one of those who volunteered to moderate also volunteered to present a program.

   b. Service and Product Catalog

VN – One difficulty is that it is not always easy to determine in the HQ publications how many RU can be awarded. For example, still unable to determine how many RUs for writing the Quality Matters reports.

   c. Underlying – Strategies: Who should do what.

VN – Now QM format determined, can focus on the catalogue, with defined RU for activities.

7. Service and Product Catalog
   a. Reviewed draft earlier via several emails
   b. Launching Quality Matters Round Table was priority
   c. Agree what Section will offer as its products and services

VN – Need to be clear to our members what a meeting offers.

   d. Product Owners

VN – With a S&P catalogue, we can have "product owners" and assign chairs, which is at the discretion of the Section Chair. Unfortunately, chairs get RU not product owners.

   e. What is not in the Catalog.
   f. Perhaps, draft Catalog deliberately shorter.

8. Service Catalog Review.

The following discussion addresses Services and Products Catalog, version 0.15 (Attachment A).

VN – Our first product is RUs. Suspect that many attendees who don't participate are only looking for their RUs. VN and KR found inconsistent awards, which is why a Compliance Officer would be helpful.

EJ – Problems is that some of the RU awards listed in the recert journal don't necessarily match what's on the website.

VN – Although no Compliance Officer, need agreement from the Certification Chair to the RUs in the S&P Catalogue. Ambiguity as to what categories the QM Moderator and Opinion Author/Co-Author (defaults to Moderator) would fall into.

VN – Discussed the entries in the S&P Catalogue. Meetings badly need streaming when we return to in-person; need to work out the mechanics so that the remote attendees know how to comply and are aware up-front.

BM – Per ASQ can use ePly to document attendees, but believes there is a fee.

Kyu – Will look into how ePly works as replacement for Clover. We don't have the Clover devices anymore; were sent back.

MC – Confirmed Clover devices were sent back. BM – still has hers.

Kyu – May need to send BM's back; will check.

MC – ePly less expensive than PayPal and ASQ wanted to make ePly the sole payment portal.

VN – Most important thing for in-person meetings is that people can pay.

BM – Was the strategy and budget plan finalized and sent to ASQ?

Kyu – I don't think we did.

VN – Per the regional meeting, budgets are allowed to change.

BM – But are obligated to provide to them.

VN – DB capturing attendance, but documentation of Section service, e.g. serving in SLC only documented in minutes. Sometimes errors in DB re: attendance. Need to make this system automatic. Also give people an opportunity to contest errors.

BM – Other sections are sending out emails at the end of each meeting to confirm attendance.

VN – Used to attend other meetings. Some organizations would simply print out slips and make them available at check in with a space to print your name.

CB – ePly might manage that for us.

VN – Mike will make initial outreach to new members as membership Chair. Sara volunteered to follow up with them.

VN – We need a strategy for outreach to long-time members and certificants who don't show up to the meetings. Also need to provide concrete opportunities to volunteer. Also need to provide "member care" – maintaining the membership, keep people from dropping off.

VN – Out placement functions lag. Our placement information on the Section web page is 2 years old.

BM – Nobody sends in items to us to post.

VN – Need to evaluate what's realistic and unrealistic. Offer strategies and advice, not find openings.

CB – Did we give approval for AV equipment?

MC – Bill made motion and was seconded but not voted on.

BM – Concerned with what we are buying and how it will be used.

MC – Provided to us by Jeff in an email.

BM – Where will it go and how many people will know how to use it. Has to be available to make sure it's available for every meeting.

VN – Let's make that the topic for the next meeting, since it's been established that we need streaming, but a lot of questions need to be answered before we implement.

BM – Already ordered?

CB – Jeff asked to discuss, so not bought yet.

VN – Make it the sole topic of the July SLC meeting.

MC – May need to adjust our budget to account for that.

KR – Treasurer look at budget and see what pot this comes out of and adjust if there's a shortfall. Big picture issue, we need an "Apprentice Jeff". A lot of the electronics run through Jeff, but there is no one to step in if Jeff isn't attending a meeting. No plan B if Jeff can't make even a single meeting.

Kyu - $22,000 balance on our BillHighway account but not sure of the impact on the budget for this year.

MC – Already over budget by ~$1000.

VN – Can make a motion to remove scholarship funds from the budget.

BM – Main issue isn't budget, it's who will do it.

VN – Need to have streaming implemented before we move to restaurants to maintain attendees we've gotten via remote.

EJ – Is the S&P Catalog on the SharePoint site?

VN – Will email.

EJ – And will coordinate comments?

VN – Yes. This is the bare skeleton. If not on this list, we don't do it. If on list, we understand what it is and who does it.

EJ – Has concerns about recertification. ASQ rescinded recertification policies in October 2020 and now doesn't have anything to refer to. Been responding to member inquiries during meetings in private chat, with links to what he can on the website. Recertification Chair position description hasn't been updated since 2004; the Certification Chair position description hasn't been updated since 2017. What has been put in the current version of the S&P Catalog is all that exists. We may be inventing something that has nothing to refer to. E.g., not sure we can come up with something that's accurate for authoring the report since can't show publication.

VN – Will be published on our website.

EJ – Can work out but doesn't know where to go to find out; agreed to not wanting people to lose out on RU, but if we are saying it's an RU option and ASQ hasn't blessed it, we'd be performing a disservice.

VN – Based on his reading, the 1 RU for article author and 0.5 RU for coauthor are supported by the ASQ site.

BM – Need to have the final say from ASQ.

EJ – Interprets the RU award for article to mean something published in a journal; but there's no authority to go to. Maybe VN can ask at next regional meeting? Where do we go for clarification of policies?

VN – Agreed with the need for clarity. Need to determine exactly how much. We want to comply, not invent things.

Meeting adjourned.

Attachment1 ASQ Section 0511 Product and Service Catalog
April 29, 2021
4/30/21 – Version 0.02
5/1/21 – Version 0.06
5/2/21 – Version 0.08
5/3/21 – Version 0.12
5/4/21 – Version 0.14
5/12/21 – Version 0.15 (Added KR's comments)

	Product / Service / Activity	Reward
1.	**Recertification Units**	
CMT	Sources for sec 1 "Recertification Units": (1) https://asq.org/cert/recertification - "Recertification Activities" (2) https://asq.org/cert/faq/faq-recertification (3) Recertification Journal	
1.1.	**ASQ Membership**	**Max 1.5 RU / recertification**
1.1.1.	Active ASQ Membership (Note: Membership in ASQ Section – included with ASQ membership)	0.5 RU / year
1.2.	**ASQ Section Events**	**Max: 11 RU / recertification**
1.2.1.	Attendance of Section Meetings (except Annual Social Events)	0.5 RU / mtg
1.2.2.	Attendance of Section Workshops / Clinics	0.5 RU / mtg
CMT	(1) Per Recertification Journal, this has to be back to back with a section meeting – before or after. Is that a real restriction or does it only seem to exist? (2) I do not recall that Section 0511 has ever offered workshops back-to-back with the meetings. (3) Remove this line item if my understanding is correct and we decide that we never offer anything like that. = KR: None to my knowledge, but I have only been a member since late 2015.	
1.3.	**ASQ Section Board**	**Max: 8 RU / recertification**
CMT	We have not yet sorted out who in 511 is the board and who is not. Preferable that people could earn 1.5 RU without having to attend board meetings.	
1.3.1.	Serving as an Elected Officer	2.0 RU / year (prorated)
CMT	Issues – I do not understand: (1) The recertification journal says: "Elected Officer (Chair, Chair-Elect, Secretary, Treasurer)" Is this list examples (but it does not say "e.g.,") or is it restrictive? For example, does Treasurer-Elect (not listed) get 2.0 RU (because "Elected") or not (because not listed in parentheses)? (2) The recertification journal does not say "per committee". Also, https://asq.org/cert/recertification does not say "per committee", either. These both make me believe that if one is elected to 2 positions, only 1 is compensated. = KR: On 1: We'll need clarification from HQ. My guess is that it's restrictive (otherwise, elected positions would proliferate). I would say that a committee member who is not a chair or a X-elect (other than chair-elect) would earn AU under the ad hoc category until they assume the office, but that should also be clarified with HQ KR: On 2: Member lead category on the main page says "1.5 RU per year/per committee for "Member leader in appointed position".	

1.3.2.	Serving as an Appointed Leader (Committee Chair, Member Leader)	1.5 RU / year per committee (prorated)
CMT	The recertification journal says: "Member leader in an appointed position includes anyone who participates on an organizational leadership team in a volunteer capacity; this may include webmasters (unpaid) or discussion board moderators." This does not say you have to be the Committee Chair, simply says "anyone who participates on an organizational leadership team in a volunteer capacity". For example, our DBA should be getting all 1.5 RU, not 0.3 per ad-hoc activity. We need: (1) The List of Active Volunteers (when elected or appointed, when resigned) (2) The List of Leadership Team (to know who exactly "participates on an organizational leadership team") – We raised this at our 4/25/21 Vision and Strategy meeting as 7(e) Quorum. (3) The procedure to write Committee Chair letters to write the activity transcripts. = KR: 0.2? Ah – I see discussion of this mismatch later.	
1.4.	**ASQ Section Activity**	**Max: 1.8 RU / recert'n** **Max: 2.7 RU / recert'n**
1.4.1.	Completion of Specific Activity	0.2 RU / activity, up to 0.6 RU / year
CMT	The above award is noted per https://asq.org/cert/recertification - "0.2 RU per event/activity, for total of 0.6 RU per year; 1.8 RUs is MAX for ad hoc service" The award in this line is per the Recertification Journal. Which is correct? = KR: Looks like we need to bring this mismatch to HQ's attention. They may already know and have a standard reply. I have not been made aware of how this has been resolved.	0.1 RU / hour Max: 0.3 RU / event / activity Max: 0.9 RU / 12 months
1.5.	**ASQ Section Author**	**Max: 9 RU / recertification**
1.5.1.	Paper Presentation (Author, Co-Author)	1.0 RU / paper (presentation)
CMT	From the FAQ: "I delivered a presentation. Where should this activity be entered in the recertification journal? Presentations should be entered under the "publishing" category, under the "presentation" sub-category. Presenters earn 1 recertification unit per presentation regardless of the amount of time put into preparation and the duration of the presentation." I believe this is the proper category for the Featured Speaker who delivers a presentation at the Section meeting.	
1.5.2.	Article (Author)	1.0 RU / article
CMT	I believe this is the proper category for the primary writer of the Round Table Discussion Reports (future product) = KR: I concur.	
1.5.3.	Article (Co-Author)	0.5 RU / article
CMT	I believe this is the proper category for someone, if such person exists, who assists the primary Author in writing the Round Table Discussion Reports (future product).	
2.	**Section Meeting – Attendance**	
2.1.	**Social Events**	
2.1.1.	Dinner before the Section Meeting (except Annual Social Party)	Participant pays for food
2.1.2.	Annual Social Party (December)	Section pays for food
2.2.	**Educational Events (0.5 RU each)**	
2.2.1.	Listening to a Presentation by a Featured Speaker	0.5 RU / mtg
2.2.2.	Participating in a Round Table Discussion	0.5 RU / mtg
2.2.3.	Participating in a Section Field Trip (Outing, Excursion)	0.5 RU / mtg

2.3.	**Attendance Modes**	
2.3.1.	In-person Attendance (Section Meeting, Dinner, Field Trip)	
2.3.2.	Attendance via Streaming (Section Meeting only) Note: 2-Way Video required for RU award.	FUTURE Service
2.3.3.	Virtual Meeting Attendance (Section Meeting, Annual Social)	Started April 2020
2.4.	**Attendance Destination**	
2.4.1.	Arrangement of Restaurant (for dinner and program)	
2.4.2.	Arrangement of Non-Restaurant Facility (for catered dinner and program)	
2.4.3.	Arrangement of Field Trip Destination (for catered dinner and excursion program)	Field Trips only
2.5.	**Attendance Registration**	
2.5.1.	Advance attendance registration for the Section Meeting	Electronic Receipt
2.5.2.	Advance payment for dinner (includes reimbursement if no attendance)	Electronic Receipt
2.5.3.	Onsite Attendance Registration (by self-registration or registration officer)	Attendance Roster
2.5.4.	Onsite acceptance of payment for dinner (cash, credit card)	Paper receipt (?)
CMT	Do we offer paper receipts? I recall they were offered in the past. = KR: My most recent experience (as a non-PayPal person) was that I got a pdf receipt emailed to me.	
3.	**Section Meeting – Leadership**	
3.1.	**Speaking Opportunities**	
3.1.1.	Giving a Presentation as the Featured Speaker (Note: Cannot claim 0.5 RU for section mtg) (Note: Presenter authors the Slide Deck Presentation)	1.0 RU / mtg Speaker Introduction Certificate Section Gift Announcement Page Posted Presentation Posted Meeting Recording
3.1.2.	Moderating a Round Table Discussion as the Discussion Moderator (Note: Can claim 0.5 RU for section meeting; max 0.6 RU / year) (Note: This opportunity is reserved for Section 0511 members)	0.2 RU / mtg Certificate Announcement Page Posted Discussion Report
CMT	Award is not 0.2 but 0.3 RU if the Recertification Journal is right.	
4.	**Service Opportunities**	
4.1.	**Serving Opportunities on the Section Board**	
4.1.1.	Serving as an Elected Officer	2.0 RU / year Subsidized Dinner Listed on Section website Certificate (?)
4.1.2.	Serving as an Appointed Leader	1.5 RU / year Subsidized Dinner Listed on Section website Certificate (?)
4.2.	**Volunteering Opportunities**	
4.2.1.	Volunteering for ASQ Section	Awards (need to flesh out): Through Appointment Through 0.2 / 0.6
CMT	Award is not 0.2 / 0.6 but 0.3 / 0.9 RU if the Recertification Journal is right. Need to decide how exactly this is compensated: through 1.5 RU per committee or through 0.2/0.6 ad-hoc.	

4.3.	**Writing Opportunities**	
4.3.1.	Writing the Round Table Discussion Report [This is a FUTURE OPPORTUNITY]	1.0 RU / report (Author) 0.5 RU / report (Co-Author) Names on the Report (?)
4.3.2.	Writing records, plans, budgets, etc., related to the Section	
5.	**Networking**	
5.1.	**Primary Networking**	
5.1.1.	Getting to know one another at Pre-Meeting Dinners	In-person meetings only
5.1.2.	Sharing knowledge and opinions during Round Table Discussions	
5.1.3.	Socializing at the Annual Social Parties	
5.1.4.	Communicating in the informal setting of Field Trips (Outings, Excursions)	In-person only
5.2.	**Secondary Networking**	
5.2.1.	Communicating before and after Section Meetings	In-person meetings only
5.2.2.	Opportunity to become acquainted with the Featured Speaker of the meeting.	Mostly in person
5.3.	**Networking in Service**	
5.3.1.	Getting to know each other by serving in elected, appointed, or volunteer capacity while providing Section's products or services or performing Section's internal functions.	Among the volunteers
5.3.2.	Getting to know the volunteers who serve in elected, appointed, and volunteer capacity by receiving products and services from them.	Between the volunteers and customers
5.4.	**Networking Online**	
5.4.1.	Establishing contacts through MyASQ with Section Members.	ASQ members only
5.4.2.	Getting in touch with the Section Elected and Appointed Officers by emailing them through the Section's published email addresses (e.g., PositionXX@asq0511.org)	
6.	**Information Repository**	
6.1.	**Past Education Events (No RUs for Reviewing)**	
6.1.1.	Meeting Announcement Pages	
6.1.2.	Presentations by Featured Speakers	Slide Deck, Meeting Recording
6.1.3.	Round Table Discussion Reports	Report [FUTURE Product] (Meeting Recording?)
CMT	If not decided earlier, we need to decide whether to provide meeting recordings of Round Table Discussions. Risk: People can be less vocal at the discussion if they know the discussion is recorded. Is this a valid concern? Also, if recordings are provided for both presentations and discussions, then list recording as a separate product (after the Meeting Announcement Pages).	
6.2.	**Section Website**	
6.2.1.	Website asq0511.org with section information	Product
6.2.2.	Website my.asq.org/communities/home/280 with section information	Product
7.	**Section Member Services**	
7.1.	**Records**	
7.1.1.	Attendance Transcript (for RUs)	Product (section meetings)
7.1.2.	Activity Transcript (for RUs)	Product (service, etc.)
7.1.3.	Activity Transcript Review and Correction	Service
7.2.	**Certification**	
7.2.1.	Counseling on ASQ Certification, Re-certification, and Retirement (including acquisition and application of RUs)	Service
CMT	Objective: Assure the person is in the best status on certifications. Scope – proper: - People want to obtain their first certification	

	- People who want to obtain an additional certification - People who want to move their certifications to the retired status Scope – member care: - People who want to drop their certifications	
7.3.	**Section Member Integration**	
7.3.1.	Integration of quality professionals into Section 0511	Service
CMT	Objective: Move person (more specifically, ASQ member or certification holder) from non-attending to attending the Section 0511 events. Scope – proper: - ASQ Members who just joined ASQ - ASQ Members who just acquired their first certification Scope – member care: - Long-time ASQ Members who never come to Section Meetings - Long-time ASQ Certification holders who never come to Section Meetings	
7.3.2.	Counseling on Section 0511 volunteer opportunities	Service
CMT	Objective: Move person from attending the Section 0511 events to volunteering for the section. Scope – proper: - People who have just started coming to the Section Meetings Scope – member care: - People who have attended for a while but never volunteered - People who volunteered in the past but stopped volunteering	
7.3.3.	Providing Section 0511 member care	Service
CMT	Alternative Phrasing: Assistance with (counseling on) the maintenance of Section 0511 membership, ASQ membership, and ASQ certification [!!! NOTE: Need better phrasing for this one.]	
CMT	Objective: Prevent person from dropping off. Note: This service needs to be sensitive to people and make an important distinction: (1) On the one hand, there are legitimate situations in life when one disassociates himself from the Section specifically, ASQ in general, or the ASQ Certifications. If this is the case, the Section needs to find what is going on, recognize this situation, and "wish good luck". (2) On the other hand, there are situations when such disassociation is the result of the Section's failure to properly maintain the person's interest in those matters. If this is the case, the Section needs to correct the situation and reengage the person in an appropriate and sensitive way. = KR: Would some kind of "Welcome Back!" item on our Web Page (or perhaps reach-out to a someone flagged as reactivating in the Section) be a worthwhile allocation of resources, or is that not a common enough occurrence?	
CMT	Scope: Issues related to: Relations with Section – Volunteering: - Comes but never volunteers, - Volunteered but does not want to volunteer anymore. Relations with Section – Attendance: - ASQ member or ASQ certification holder but never comes - Considers stopping to come to the section meetings - Stopped coming Relations with ASQ – Certifications: - Is an ASQ member but never got certified (thus, will likely drop ASQ membership sooner or later)	

	- Considers dropping ASQ certification, - Dropped ASQ certification <u>Relations with ASQ – Membership</u>: - Considers dropping ASQ membership (thus, will likely drop ASQ certifications sooner or later) - Dropped ASQ membership	
7.4.	**Annual ASQ Conferences**	
7.4.1.	Counseling on participation in Annual ASQ Conferences	Service
CMT	Scope: (1) Purpose and content – reasons for going (2) Application, logistics (3) Participation as a group, i.e., when more than one (1) person attends the conference. (4) Counseling on the conference subsidies: (a) Availability, (b) Amount, (c) Application, (d) Receipt	
7.4.2.	Subsidy toward Annual ASQ Conferences	Product
CMT	(1) Limited to section members. (2) Amount may vary depending on (a) the budget and (b) how many people participate. (3) It is better to make available a varying and small subsidy than none at all.	
7.5.	**Placement**	
7.5.1.	Counseling on Job Search for Quality Professionals	Service
CMT	Scope: <u>Market in general</u>: (1) Knowing the market for quality professionals (2) Understanding how search for employment could be done (3) Awareness of specific openings <u>Section members</u>: (4) Understanding what section members can do so that they could be engaged when the need arises (5) Helping section members when their need for employment arises Note: Availability of this service could be announced to all the section members. This could attract to the section the people not in attendance. (6) Helping section members when their need for employees arises Note: The needs for employees could be announced to all the section members. This could attract to the section the people not in attendance.	