

Meeting Agenda and Minutes

For	ASQ Section 0511 Section Leadership Committee Meeting				
Location	Remote Conference				
Date	August 11, 2021	Time	6:00 – 7:00 pm	Duration	1 Hour

Section Leadership Committee Attendance

Positions in **BOLD** indicate positions required for Section standing by ASQ Section Requirements
 X indicates the person attended (* indicates attendance by phone or electronic media)

Elected Leadership (*two Elected Officers present required for quorum*):

Officer	Position	Present?
Vladimir Nesterovich	Chair	X*
Ken Rapuano	Secretary	X*
Kyu Jang	Treasurer	X*

Appointed Leadership (*an additional 25 percent [three] Appointed Officers present required for quorum*):

Officer	Position	Present?
Charlotte Wild	Audit Chair	--
Mike Coleman	Membership Chair	X*
Barbara McCullough	Nominations Chair	X*
Carolyn Miller	Arrangements Chair	X*
Eric Jensen	Certification Chair	X*
Cyndi Reichardt	Database Administrator	--
Muzaffar Zaffar	Education Chair	X*
Leslie Braun	Finance Chair/Welcome Committee	X*
Seema Garg	Placements Chair	--
Connie Broadie	Historian	X*
	Voice of the Customer	
Jeff Parnes	Electronic Media	X*
	Webmaster	
Sara McAlpine	Welcome Chair	X*

Other Attendees:

Attendee	Position	Present?
Thanh Trang	Member	X*
Bill Eastham	Member	X*

Currently Vacant Positions

Section Positions Required by ASQ: None

Section Positions Not Required by ASQ: Chair-elect (elected); Treasurer-elect (elected); Programs Chair (appointed);
 Compliance Chair (appointed)

Agenda and Minutes

Quorum was determined to be present.

1. July Meeting Minutes approved – pending correction of some items in the member meeting section. Will also update to include URLs to attachments on Section website instead of file references.
2. Welcome Committee
 - a. Leslie joined the committee
3. Elections

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- a. Slide on today's deck
4. September – Park Ranger Outing
 - a. Arrangement – Barbara has reached out to the Parks Auth.
 - b. Where – Barbara indicated no preference to the PA. Ken suggested Colvin Run Mill.
 - c. When - date, time Barbara - 2nd Saturday in Sept is the tentative date.
 - d. When announcement Jeff – wants to get date/time out as soon as possible, even if no location yet.
 - e. Confirm - No streaming from park? No streaming; needs to be in-person.
 - f. Contingency: Inclement weather Barbara – asked for a pavilion so we could eat; may be an additional cost for that. Has a payment card. Kyu – money backed off the card; will need to order new prepay cards as the old ones expired and are issued for only a year. Jeff – can just pay personally and submit for reimbursement if card not available.

CM – is social, or credit? Barbara – Would be for RU if we had a program guided by a ranger.

5. Registration
 - a. Ability to register online **Action Item – Jeff: Will close registration on the Wed before event (9.8) to get a final count for the meal.** If members log on and register, a message will go to webmaster, treasurer, and DBA. **Action item – Jeff: Check to make sure we have updated email list.**
6. Meal
 - a. Ability to take electronic payment in person (park, restaurant)? Kyu – Does not know; used to have the Clover device but returned. Barbara – ask to bring cash or check. **Action item – Kyu: Ability to take payment in person with credit card.**
 - b. Ability to take payment online? Jeff – Used to, but not since our accounts xferred to ASQ, not anymore. **Action item – Kyu: Look into means for enabling online payment.**
 - c. Ability to reimburse meals per previous decisions Did Bill raise a motion to reimburse meals for the board. Any procedure? Barbara – Just don't pay when get there. Some paid personally anyway.
7. Meal arrangement – September during park Barbara – will arrange in tandem with arranging park. Will be catered from a restaurant nearby. VN – So once registration closed, BM will get number from Jeff. CM – Can also do box lunches – no pay, no meal. SMcA – not budgeted, but could we provide meal as member value? Barbara – Still need the ability to control numbers to prevent over ordering. Jeff – just let him know how many days in advance BM needs. LB – most places are day before. VN – so have registration requirement, but no fee.

Proposal – No fee for attending September in person meeting, but registration will be required. Accepted without objection.
8. Restaurant location arrangement CM – Usually arranges for the restaurant. Can put up a schedule for October. PJ Skidoo's usually a good bet. Space at the Irish place not reopened. Houlihan's also available.
 - a. Menu CM arranges.
 - b. Capability to stream from that location (bandwidth, password) CM – Skidoo's isn't good. VN – do they have a closed connection they can give us permission to connect to? CM – will ask the places in our rotation to check. VN – need a good connection. BM – and some places are too loud.
 - c. Plan B for streaming connection Jeff – Plan B is using phone. Using a hot spot doesn't provide better hot spot than phone.
9. Streaming Initiative
 - a. Streaming – full VN – will October be ready? Jeff – May need to upgrade microphones to add noise reduction or audio mixer. Carolyn – investigate Skidoo's. That way noise reduction may not be an issue. **Action Item – Jeff: Will send updated projected expense (incorporating noise reduction/audio mixer).**
 - b. Streaming - Plan B (WebEx)
10. Any in-person attendance considerations

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- a. ASQ thinking whether to cancel
- b. Announce that should feel free to come in mask or view from online as an alternative

Action Items

Location:	Action Items will be tracked in the previous meeting minutes and marked as cleared at the next meeting if they have been taken care of. Note – action items relevant to the Product and Services Catalog are also included with the relevant category in the attached Catalog.
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August Action Items

Item	Action	Assigned to	Date Due	Date Done
1*	Continue to pursue an in-person venue for the September meeting	Barbara	9.1.21	
2	Update July minutes	Ken	9.3.21	
3*	Close registration on the Wed before event (9.8) to get a final count for the meal	Jeff	9.8.21	
4*	Check to make sure we have updated email list.	Jeff	9.11.21	
5*	Verify ability to take payments in person using credit card.	Kyu	9.11.21	
6*	Look into means for accepting online payment	Kyu	9.11.21	
7*	Send updated projected expense (incorporating noise reduction/audio mixer)	Jeff	9.11.21	

Older Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Send FTP site location to Vladimir for uploading meeting recordings	Jeff	7.31.21	
2	Set up meeting with Vladimir, Jeff, and Cyndi for DB management/maintenance.	Vladimir, Jeff, Cyndi	TBD	Pending
3	Verify all chairs are able to access SharePoint and DB	Ken	3.14.21	Pending
4*	Formulate and bring RU questions to Michael Kirchner.	Vladimir	10.6.21	Pending

* Mapped to service element in attached catalog.

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Member Meeting

Location	Online				
Date	August 11, 2021	Time	7:20 – 9:05 pm	Duration	1.75 Hour
Section business (7:00 pm-7:30 pm), topics summarized below			1) Section Streaming Initiative 2) Round Table Moderators and Authors 3) Elections 4) Welcome Committee Update 5) Regional Director 6) Section Welcomes 7) On-Site Events 8) Quality Matters Opinions 9) VOC Surveys and Polls		
Presentation (7:45-9:00):					Speaker:
“Quality Matters: ASQ Sections”					Ken Rapuano

The meeting started at 7:20 instead of 7:00 due to a problem with the WebEx link.

Section Business (presented by the Section Chair unless otherwise noted)

Topic 1: Section Streaming Initiative – Barbara McCullough

The Section is developing an online live streaming capability to support future in-person meetings. This will allow remote participation as an option for those who do not attend in person. Jeff is the lead, but the Section needs volunteers to learn the technologies and equipment as a backup. If interested, please contact Barbara McCullough (Nominations) or Jeff Parnes (Streaming Initiative Lead).

A member suggested adding to our registration for events whether the attendee would be attending in person or remotely; depending on the numbers, reserve the option to go 100% remote if only a small number will attend in person.

Contacts Information:

Barbara –
Jeff –

Topic 2: Round Table Volunteers and Authors – Barbara McCullough

Barbara McCullough presented a slide with an overview of the responsibilities of Moderators and Authors for the Quality Matters Round Tables. A priority is matching interests and skills to the topics. The Moderator Lead (Barbara) and the Reports Lead (Ken Rapuano) will help and advise. If interested, please contact Barbara, Ken, Vladimir (Chair), or Connie Broadie (VOC).

Contacts Information:

Barbara –
Jeff –
Vladimir –
Ken –

Topic 3: Elections – Barbara McCullough

There are three elected positions required by ASQ for a Section: Chair, Secretary, and Treasurer. If interested in running for an elected position, please contact Barbara.

Contacts Information:

Barbara –

Topic 4: Welcome Committee Update – Barbara McCullough

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Formed on 7.2.2 to welcome, inform, and invite the people who join the Section. Sara McAlpine is the Welcome Chair. Other original members of the team are Mike Coleman (Membership) and Barbara McCullough (Nominations). Leslie Braun (Finance) has joined this committee.

Contacts Information

Sara: welcome21@asq0511.org

Topic 5: Regional Director – Barbara McCullough and Mike Kirchner

Our Section has nominated Michael Kirchner for 2022-2023 Regional Director for the South Atlantic Region. Process led by Barbara as Nominations Chair. Michael is the current Regional Director, his term expires 12.31.21. Mike spoke to the Section: >30 years as an ASQ volunteer and has held all the elected positions at one time or another. Is a WCQI reviewer. 45 years as a QP. QCA, CQM, and 6-sigma black belt. *Q: What is most notable experience or lesson learned from current term?* A: Knew it was hard to change people's minds; learned it first-hand trying to convince Sections to join BillHighway. 0511 was one of the earlier adopters and recruited a past 0511 Treasurer to talk about the experience. But change is hard. *Q: Why want to serve another term?* A: Believes he still has a lot to contribute to the Section leaders as a conduit between Sections and ASQ. Believes Sections want to do right thing by members and so does ASQ. Regional Director's job to help both sides to the best way. *Q: Given that it's hard to get people to change, how do you do it?* A: Personal relationships and a lot of patients. *Q: As a past chair and working with the finances as webmaster, got the impression ASQ didn't trust the Sections and didn't feel welcome.* A: Not the only one to say that. ASQ failed to communicate. There were many reasons for the account consolidation; there was a lot of compliance, but 10-15% of the Sections did not report year-end finances. Consequently, ASQ's books had guesses for those Sections. The financial auditors raised flags about this; IRS audits were passed, but with questions about when this would be addressed. Also, there were individual cases (at least 3) of malfeasance and abuse of funds. Those were the main drivers. The ultimate result was praise for a complete set of books from the auditors. Has spoken to many Section Chairs and Treasurers and in Section meetings to communicate that all are trying to do the right thing to get the numbers right and be ready for auditors. *Q: Weren't there some issues with Sections investing funds and not reporting, which was an issue with the IRS?* A. May well have happened but does not remember being raised as an IRS question.

Topic 6: Section Welcomes – Vladimir Nesterovich

Four new members welcomed by Sara attended the July meeting and one spoke in the Round Table. Five new members were contacted since then, but none attending tonight. Possible effect of the technical difficulties.. Some indicated they were interested in ASQ certifications.

Topic 7: On-Site Events – Vladimir Nesterovich

Looking at returning to on-site events but must include streaming to prevent loss of participants who cannot show up in person. ASQ is looking at revoking approval for indoor events through the end of 2021. Current schedule is an event at a park, October is a planned restaurant event, with a Round Table or Featured Speaker.

Topic 8: Quality Matters Opinions – Ken Rapuano

Discussed the last two discussions. First report ("ASQ Certifications") was presented in the July meeting and is published on our website. Our second report ("Plans and Process Descriptions") coauthored by Vladimir and Michael Coleman posted earlier this week. Will try and alternate technical topics with more general topics of interaction with ASQ. Overview of the Opinion report structure. Although those who spoke at the meeting are identified, specific comments are scrubbed of personal identifying information.

Topic 9: VOC Surveys and Polls – Connie Broadie

11 of 27 attendees completed the survey. 7 of 11 indicated they could moderate and 6 expressed interest in being a report author. Presented some survey comments, with varying degrees of enthusiasm for speaking up. 79% expressed an interest in speaking (22% high, 57% moderate). Member comment: To a group like ours, we hold up the people who make the comment that other people haven't spoken to before. Has never heard a stupid comment in years of attending meetings.

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[Presentation]

Next member Meeting:

Location	In-person, TBD				
Date	September, 2021	Time	TBD	Duration	TBD
Presentation:					Speaker:

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Attachments

Attachment 1 – ASQ 0511 - Products And Services - Catalog

(http://www.asq0511.org/Minutes/minutes202108_Att1_ASQ0511-ProductsAndServicesCatalog.pdf)

Attachment 2.1 - Treasurer's Report August 2021 (<http://www.asq0511.org/Treasurer/202108TreasurersReport.pdf>)

Attachment 2.2 - July 2021 Balance Sheet (<http://www.asq0511.org/Treasurer/202107BillHighwayReport.pdf>)

Attachment 2.3 - July 2021 Transactions

(<http://www.asq0511.org/Treasurer/202107BillHighwayTransactionsReport.pdf>)

Attachment 3 – 0511 Membership August Update

(http://www.asq0511.org/Minutes/minutes202108_Att3_LIST_511MembershipAugust_20210810.xlsx)