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## 1.0 PURPOSE

1.1 The purpose of this document is to define the responsibilities, resources, and processes required to disseminate relevant and applicable commercial or other external information that may be of interest to the section members who have voluntarily opted-into the Section's moderated section members' email notification list.

1.2 The Section0511 email distribution list is a private, closed-list for the benefit of Section 0511 members and other interested Quality professionals, who have been invited to join the list by virtue of:

- 1.2.1 their paid membership in ASQ Section 0511 or other regional ASQ sections (e.g., 0502, 0509, 1131);
- 1.2.2 active participation in other regional non-profit organizations promoting activities within the Quality arena; or,
- 1.2.3 with the approval of the Electronic Media Committee.

1.3 The purpose of the list is to provide list members with easy, secure access to relevant regional quality-related information.

1.4 This document establishes specific guidelines for performing the moderating of submitted information, regardless of the source, in order to ensure effective and efficient protection of Section member privacy. This Work Instruction articulates the practices and procedures required to support the use of standard best practices in support of service excellence, professional ethics and quality information management.

1.5 This document is not applicable to the restricted-member, closed email discussion list used by the Section Board for private, internal communications and discussion between and amongst the elected and appointed members of the Board.

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## 2.0 SCOPE

2.1 This work instruction addresses all reasonable or foreseeable information management processes required for dissemination of Section critical information and externally-submitted commercial or non-commercial information.

2.2 The intended audience is all ASQ Section 0511 members.

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## 3.0 RECORDS

3.1 There are no specific records or artifacts resulting from list moderation, except for the publication-dissemination of any approved information that was submitted.

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## 4.0 ASSOCIATED DOCUMENTS

4.1 Section Bylaws.

4.2 Board Meeting Minutes.



## 5.0 DEFINITIONS

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5.1 **Section Member:** A paid member of ASQ Section 0511 or other ASQ section who has chosen to have his/her email address included in our restricted-membership Quality information dissemination list.

5.1.1 Other area, national or global individuals or groups may also be included in the distribution (see 1.2 above).

5.2 **Opt-in List:** An email distribution list requiring individuals invited to join the list to directly, deliberately and specifically affirm their authorization to add their email address

5.3 **Information:** Any information related to the Quality field, to the education or other professional development of Quality professionals who typically are members of ASQ, which may have been developed or has been obtained by the Section and/or any of its members or members of the general public, whether by submittal to the moderated list's submission address or acquired from other sources.

5.3.1 All copyright or other legal restrictions will be honored covering secondary distribution of such information will be respected.

5.3.2 For the purposes of this document, the terms "information" and "email" are considered synonymous.

5.4 **List Moderation:** The process of reviewing submitted information for appropriateness, relevance and being of general or specific interest to the members of the ASQ Section 0511 section members' list, in order to protect the list subscribers from spammers, off-topic posters, viruses, worms, foul language and other nonsense, discarding those types of submissions and allowing messages that may be of particular interest to be distributed to the list subscribers.

5.5 **Commercial Email:** For the purposes of this document and for the moderated list, "commercial" is defined as all solicitations submitted by any non-ASQ (sections or national) organization or bulk mailer which solicits or advertises for participation or attendance at any event, meeting, seminar, conference, lecture, training, or similar occasion for which a mandatory admission charge or participation fee is being collected, or that which solicits for the purchase of any item.

5.6 **Non-commercial Email:** All email not falling into the definition of commercial email above.

## 6.0 RESPONSIBILITY

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6.1 The Section's Electronic Media Committee Chair is responsible for maintaining and complying with list moderation and privacy protection requirements by using good common sense, tempered by professional and personal ethics and "best practices", in determining the appropriateness, relevance and interest levels for commercial and non-commercial information submitted to the section moderated members' list for dissemination to the subscribers of the section distribution list.

6.1.1 The moderator(s) of the list may edit, condense or otherwise



modify or change any submission(s) to correct spelling, grammar, reduce overall size, remove negative personal or organizational characterizations, and/or to remove attachments that may be recognized by recipient email systems as potential virus threats (e.g., Word documents, etc.).

6.1.2 In no instance will the spirit of the information or the date/time/location of any event(s) described in a submission be changed without the authorization of the submitter, except as noted above in 6.1.1.

6.1.3 Notwithstanding any suggestions to the contrary that may be contained within this document, the section members' moderated email notification list is and remains a private, by-invitation-only list and, as such, is not to be construed in any way as a public list open to dissemination of any and all manner of information submitted.

6.1.4 As new members join the section and are included within the "new members" listing provided monthly by ASQ National, the Electronic Media Chair and/or Membership Chair are responsible for notifying new members about the existence of the list and inviting them to join the list and confirming their desire to "opt-in" by positively and deliberately responding as may be requested in the invitation (e.g., responding by email to a specific address).

a) The means, method and/or email address for opting in may change from time to time, as required in order to effectively manage the list and protect the privacy of its subscribers.

6.2 The Electronic Media Committee Chair may be assisted in the list moderation task by other members of the Electronic Media Committee, or others as may be appointed by the Section Chair, with concurrence of the Electronic Media Committee and its Chair.

6.3 Neither the Electronic Media Committee, its Chair nor the Section's Executive Committee or members of the Section Board offer a guarantee to information providers that information submitted will be sent on to the members nor do those entities accept any liability for any unaccepted information.

6.3.1 Moderation of all information submitted is the designated and assigned responsibility of the Electronic Media Committee Webmaster(s), under the direction of the Committee's Chair.

## 7.0 TOOLS, GAUGES, FIXTURES

7.1 The list management software application being used for the Section Members' information distribution list is Mailman, v2.1.2 (released 19 April 2003).

7.2 The list management software application is operated and managed for the Section's benefit, at no charge, by AQC, Inc., of Reston VA.



**8.0 REVISION HISTORY**

| Version | Date    | Written By | Reviewed By | Approved By | Summary of change/Value Statement |
|---------|---------|------------|-------------|-------------|-----------------------------------|
| Draft   | 7/18/03 | E-Media    | Board       | n/a         | Draft v0.1                        |
| Draft   | 7/18/03 | E-Media    | Board       | n/a         | Draft v0.2                        |
| Draft   | 7/22/03 | E-Media    | Board       | n/a         | Draft v0.3                        |
| 1.0     | 8/7/03  | E-Media    | Board       | Board       | Initial Release                   |