

Call to order 1:27.

Attendees: Mike, Eric, Barbara, Muzaffar, Jeff, Connie, Leslie, Devon, Kyu, Ken, Charlotte, Sara. Carolyn by phone, Cyndi by phone

Agenda 1: New Board Members

Devon Engleman (2020 Chair-elect) introduced.

Diane Metzger is new programs chair and has volunteered to on the finance committee.

Ken will serve on the Membership committee, but that committee still needs a chair.

Action item: Barb will contact Drew Allison about being Membership Chair.

Agenda 2: Budget.

The current budget was approved by regional manager.

Ongoing challenges with the new centralized budget system include

- Several categories have been assigned dollars, but the budget requires additional breakdown into components for which the Section can only estimate.
- Unable to break down some income and expenses by month with accuracy, such as income/expense for dinners and membership dues. Where possible, items with an estimated annual income/expense will be divided equally throughout the 12 months.
- The process is new and there is little institutional knowledge as to best practices or consequences for over- or under-budgeting.

2a: Annual Convention

There are two ways to get half off the cost of registration: as a member leader or for early registration.

Every Section also gets two ½ price registrations; if a Section doesn't use its allocation it can turn it in to ASQ for another Section to use. A Section can also allocate additional attendance subsidies in the budget. Our Section covers all for one person, with others getting a discount.

Our section needs to let the membership know that a half price discount is available and find a fair way to allocate if more are interested than available discounts.

The budget for subsidizing any attendance at the annual convention needs to be finalized by March.

Action item: Mike will come up with best estimate for expenses relating to the Annual Convention; goal to submit by 2.10.20.

2b: Other budget items

1. Scholarships/Student Outreach

Section has budgeted for two \$1000 scholarships for this year; they need to be in a quality related field or have a Section sponsor. Mike will budget the \$2000 in scholarships for May.

The Section has had difficulty in getting applicants for the scholarships. Problems include difficulty in meeting the requirements and finding effective channels to get this information to

students. There are over a thousand local student organizations, but it is very difficult to filter this information to find the right ones.

HS principals have been contacted; possibly there are better points of contact such as HS guidance counselors or HS career centers.

The Section needs to attract younger professionals to increase membership and to continue as a functioning organization.

The ASQ has student chapters at local universities; we need to pursue affiliating/communicating with them.

GMU Career Fair is on 19th and 20th of February. Barb and Cyndi have offered to attend with Section swag and business cards; pamphlets from ASQ. Cost will be \$300/day; will attend only on the STEM-focused day (Feb 19). \$200 has been budgeted for a popup banner but may not be ready in time. Note-Need to bring long extension cords.

Action item: Plan for a student-oriented meeting in September, potentially at the NoVa Annandale campus.

Action item: Ken will contact a friend who is a dean at NoVa to see what the best way to coordinate with the school is.

Action item: Board – bring any swag you have to the February meeting so we can have it for the career fair.

Action item: Barb will check on ASQ website to see if there are some pamphlets she can print to bring to career fair.

Action item: Jeff will reach out to connections at GMU.

2. Alternatives to Current Meeting Formats

The Section needs to explore other meeting formats to increase participation and decrease costs. Some suggestions include:

- Scaling back the number of dinner meetings to six per year (one special event, one holiday event, and four dinner meetings. Have the other meetings (both board and program) conducted remotely. The ASQ Government Division can help with finding web-based presenters but needs a 14 week lead time.
- More meeting venues at conference rooms with catered food instead of individual meals at meetings held in restaurants. Facilities need to be able to accommodate 30 people. Potential venues include Fairfax County district buildings that may allow outside organizations to use rooms.
- Decrease the comped meals to include only the four board members and the speaker.
- Have a summer social, especially if it can be linked to quality and attendees can get credit (like the winery tour a few years ago).
- Make the first meeting attended comped for new members.

One of the challenges of remote meetings is incorporating a mechanism that ensures that members who want credit for attending the program are at their computers. Possibly enter a code word provided at intervals or a re-login. The consensus was to try web meetings in June and August.

Another barrier to increased participation is that members are not providing email addresses; possibly opting out of being contacted when signing up.

Several member leaders expressed discomfort with appearing on camera when meetings are recorded and requested that only the speaker be videoed instead of having cameras also on the membership.

Current meeting summary for remaining year:

- February, March, April, and May: Standard in-person meeting at a restaurant. (Need speakers for March, April, and May)
- June: Telecom meeting
- July: Social or no meeting
- August: Telecom meeting
- September: Meeting at local university
- October: Special program meeting
- November: Standard in-person meeting at a restaurant.
- December: Holiday event

3. Current Section Funds

The Section has transferred ~\$14k to Bill Highway, with a reserve of \$10,729.30 (as of 1.26.20) still in the TD Bank account. It is unknown what will happen to the Section's excess in Bill Highway at the end of the year – will it roll over, will it be used to cover budget shortfall, will any unspent funds revert to ASQ HQ?

This year's budget showed a deficit but was approved.

Does the Section need to spend down its funds in the TD Bank account rather than lose those funds to HQ?

Consensus was to include the TD Bank funds as "Miscellaneous" under income.

Action item: Sara will research the procedures/flow/what happens to the Sections current reserves and its Bill Highway account.

4. Miscellaneous

Jeff requested \$150 to replace the tripods; put on small equipment purchases.

The budget can be revised until the end of September (end of fiscal year).

3: Special Program Meeting

Will the special program meeting be held at Maggiano's again? Concerns that the attendance does not justify the cost. The Section needs to get the speakers out to the membership earlier, both for regular meetings and especially for the special program.

Special program topic still not selected; member leaders encouraged to talk to contacts in the quality field to find speakers for both special program and for regular meetings.

If we have someone in ASQ teaching a class in the area, can get them in to be a speaker. They get paid but could be a sufficient draw. National can provide list of available speakers. Need to gather information and get to new programs chair.

Need also to consider venue suitable to a paid speaker – both the venue and other issues such as parking. Eg, Skidoo's has plenty of space inside, but it's a basement room and parking isn't sufficient if we got a good turnout.

4. Attendance Report Formatting

The current attendance report format is downloaded as an Excel file, then printed as a pdf for emailing. Possibly add some features (like a logo) or have a Word template on SP, or add an introductory letter template. Eric will make an introductory paragraph and add some information to cover like "Respectfully submitted, Eric Jensen, Recertification Chair".

Was suggested that we hold off on any change or redesign until after migration to the Modern SharePoint site is complete.

5. myASQ/SharePoint and 6. Our New Section Website

Devon will be sending some emails to HQ with questions about access. He has submitted a ticket for login credentials for new officers.

Mike will send out welcome emails to new members.

Barb requested that if Devon creates a new member welcome email, please upload to SP.

Three different sites to login: Old SP, myASQ login, and new SP, but all share login and credentials. There is difficulty going between them as there is no myASQ link on main ASQ pages; however, there is a link on the Section page.

Member leaders need to make sure they are reading collaborate and component relations emails/messages.

Section needs to determine what it needs to do to move over. We can check out other Sections' site, such as Baltimore to see difference between our site and migrated ones.

Need to publish our new site, so we can send out announcements. Jeff has been sending emails trying to find the path to get us published.

Action item: Devon will write up a guide for accessing SP site from access to login for both SPs and myASQ.

7. Financial Report

Sara is working on the financial report; separate item from the audit.

8. VOC orientation

Surveys in Qualtrics. Connie has signed up for orientation on January 30th.

9. ASQ WCCI

Already covered.

Other concerns

Is Corey the only point of contact for our DB maintenance right now? The Section needs to have backup to him, especially as he is not as active in Section now.

What was the effect of the Spam storm from the Restore ASQ Google group? Was it limited to member leaders? Concern that members would be turned off/annoyed at ASQ because of that.

Adjourned at 4:04.

Note – outstanding action items from 2019 (agenda item 10) was not addressed due to time constraints.

Attachment B – Discussion log

Attachment A – Agenda

Attachment B – Discussion log

ATTACHMENT A – AGENDA

ASQ Section 0511 Vision Meeting Agenda
January 25, 2020
110 Fairview Park Drive, #250
Falls Church, VA 22042
1:00 pm – 4:00 pm

1. Introduce new SLC Members
2. Finalize annual budget for CY 2020
 - a. Budget for board members to attend national meeting
 - b. Budget for committee chair monthly expenditures
 - c. Any additions to current budgeted expenditures (including item 3c below)
3. Planning for our “Special Event” program for a meeting in the fall
 - a. Venue
 - b. Topic/participants
 - c. Budget
4. Attendance report formatting (for member recertification) We need to create a template and upload it to our SharePoint so that anyone could go in and enter the data and send the report to someone as needed.
5. Review My ASQ and how to get into our SharePoint. Everyone on the board should be able to get into this now (except Devon and Diana who may not have access yet.)
6. Our new Section 0511 Website
 - a. What is the website address?
 - b. What pages do we want on it?
 - c. Who will be responsible for updating each page?
 - d. Who will be sending out announcements?
 - e. Who will send out emails about meetings or other information?
 - f. When will it be published?
 - g. We need to make sure everyone in the section has access and go over that with them and send out instructions.
7. Status of our 2019 Financial Report
 - a. The report is due by Feb 10, 2020 – must be completed or we will be defunded.
 - b. Send to FinMGTTeam@asq.org and send a copy to the 2020 Region Director
 - c. Does this need to happen in conjunction with the yearly audit or is this separate?
8. VOC Chair Orientation (email from Karen Maskell 1/16/20)
 - a. Being held January 30 @11 a.m. CST
 - b. All sections have access to ONE Qualtrics account that we can develop and send out customer surveys from and distribute, analyze and report on them.
 - c. Has anyone on the board used it?
9. ASQ WCQI
 - a. Who can attend CLI? This year it’s Sunday May 3 from 8 a.m. – 8:30 p.m.
 - b. Who wants the discount code for CLI Registration? Only 2 members of the board can go and they give you half off your registration.
 - c. What month would we like to have the attendees be the speakers? June? July?
10. Go over and resolve outstanding action items from 2019
11. Open forum (as time allows)

ATTACHMENT B – DISCUSSION LOG

Call to order 1:27.

Note: In some cases, our discussions looped back to other topics, so this is not a linear transcript; some discussed items were moved under the appropriate topic heading.

Attendees: Mike, Eric, Barbara, Muzaffar, Jeff, Connie, Leslie, Devon, Kyu, Ken, Charlotte, Sara. Carolyn by phone, Cyndi by phone

Agenda 1: New Board Members

Devon (Chair-elect) introduced again.

Barb - Diane Metzger is new programs chair. Wants to be on finance committee. Will contact Drew Allison about being Membership Chair.

Ken – Will serve on Membership committee

Agenda 2: Budget.

2a: Annual Convention

Sara/Barb: Budget was approved by regional manager.

Mike: Needs to complete before submitting to Bill Highway. Will change; can't enter some things on Bill Highway. Some subitems that aren't showing up as a category. Need to break out subitems, eg, can't enter an amount just in "travel" but in BH, need to break down as transportation, meals, and lodging.

Sara: Need a mapping from budget to Bill Highway.

Mike: Need to budget subsidized attendance at the National Meeting finalized by March.

Eric: Get half off as member leader whenever register – don't need to register early. Get half off for one or for the other.

Barb: Per region, either 2 get half price, can allocate extra for other attendees.

Jeff: If members go, need a method for distributing fairly among leaders and members. If one goes to board member and one goes to a member, need a fair process to allocate.

Barb: Every Section gets 2 people. If there is money that ends up not being allocated, then we can turn it in in for another district to use.

Jeff – Need to announce to membership that a ½ price is available.

Eric: Suggested we set total amount for travel, then make good faith effort to break down by subcategory.

Mike: Verified all covered for one person; others get the discount price.

Barb: Barb, Cyndi, Laura Daly, Connie want to go. Barb doesn't need ticket discount, may get company to reimburse.

Mike: Will come up with best estimate and goal to submit by 2.10.20.

2b: Other budget items

Barb: Has put 2 Scholarships in budget. Can someone attend career fair and let know they are out there?

Muzaffar: Seema is concerned it's too difficult to meet the scholarship requirements. Can we make a simplified process?

Charlotte: What amount?

Barb: \$1000 per scholarship.

Muzaffar: Has alerted HS principals. He gave 3/mo advance notice to apply, but no applications received. Available to a field linked to something with quality, or sponsor that is member.

Devon: Do we have affiliations with student chapters?

Barb: No, need to get.

Mike: Looking, found some but can't find links.

Muzaffar: 1k student organizations, but not able to filter out those related to quality. Only able to get phone # or email address.

Charlotte: Maybe target guidance counselors/career centers of HS's instead of principals. Target science, IT, maybe nursing?

Kyu: Can also be colleges.

Barb: Yes, we were targeting student branches at colleges.

Kyu: Quality program at UMD.

Muzaffar/Eric: Outside our Section's area. But NoVa branches of other local universities in our territory.

Mike: Will budget the scholarships in May.

Devon: Split across months?

Sara: Too complicated to track.

Jeff: Will be off for every month but two.

Mike: This is new; doesn't know how we will be rated by Region. Dinged for *not* spending money that was allocated? Mike will be dividing member revenue (dues, fees) by 12 months based on estimated annual revenue.

Barb: Need more help?

Mike: Need new logos, career fair in Feb.

Jeff: Requesting \$150 for 1 tripod.

Leslie: Put on small equipment purchases.

Barb: Must budget everything, and it must balance.

Jeff: Can we spend down current assets in the TD account before we close?

Cyndi: Create a line in a budget called "Reserves"?

Mike: Or "Other"? Leslie: "miscellaneous"?

Consensus: Put reserves in budget as a miscellaneous.

Barb: What's in TD bank account

Mike: \$10,729.30

Sara: Transferred a portion of our account money into Bill Highway.

Cyndi: Need to record that money as income.

Barb: Region has final say over our budget. Need to move it at some time anyway.

Charlotte: Section needs to get younger and attract new members; if Region takes our money, Section will die in 5 years.

Eric: Do they care if we have a deficit? This year's budget with deficit approved.

Barb: Approx 14k in Bill Highway. Unknown what happens to any excess after this year. Do we start at 0 next year?

Sara: Will research the exact procedures/flow/what happens to the money.

Charlotte: Need to expand Section to be able to reach a net zero survivability.

Barb: Critical to outreach to younger profs/student branches.

Charlotte: Need to become cheaper to increase membership.

Ken: Catered events cheaper.

Jeff: Need up to 30 people capacity.

Eric: In another org, have a student-oriented meeting at the university. Food catered in – by going to students, increase turnout.

Charlotte: Cut down to 6 meals a year; 1 special, 1 annual holiday, 4 large. Other meetings webcam? Limit the paid meals to the four board and speakers?

Mike: Suggested making first meeting free for members. Often student members are also working adults; contact is often a work address.

Charlotte: Do we need to meet in person every month?

Barb: Can do remote meetings; need to have some kind of login or tracking in order to verify ongoing “paying attention”.

Jeff: Which schools? Mason, NoVa.

Charlotte: How about NoVa Annandale and Fairfax GMU.

Carolyn: Scheduled 6 months out, so flexible.

Jeff: April latest reasonable in spring. Best time Sept-Dec in Fall.

Eric: Need to concentrate on doing 1; 2 is too ambitious. Spring is too close. Maybe our October meeting?

Jeff: Can try for NoVa in Fall, Jeff will work on old connections with GMU.

Ken: **Will talk to a dean he knows at NoVa about interfacing.**

Barb: GMU Career Fair was in Feb. Coming up again. In budget to get a popup banner (~\$200). Have a template (in Adobe) – can someone design? We can go without it if no one can; is on 19th and 20th of Feb.

Mike: Need to get any materials for that career fair ordered asap.

Barb has swag with Section logos.

Cyndi: Still has a bag of stuff.

Charlotte: Non-profit gets \$300 per day. Need to pay by Jan 31.

Barb: Will attend on 19th (STEM-focused day)

Cyndi: Will go with Barb. Will need extension cords.

Charlotte: It's bring your own cord.

Barb: Will request pamphlets from ASQ.

Charlotte: Do we have section business cards or swag?

Muzaffar: Yes, pens.

Charlotte: So, are we voting for changing our meeting structure?

Barb: I think we have to change; some months with meetings, others with webinar.

Eric: Like a WebEx meeting.

Barb: Government division will set up for us if we request a web-based presenter, but will need 14 weeks lead time.

Mike: Other ASQ components also have content they could provide.

Ken: Try a couple of remote meetings this year, then go to full implementation once we work the kinks out?

Eric: Try two over the summer when attendance is lower for in person meetings?

Leslie: Try a web meeting June and August.

Eric: Have a summer social? Perhaps in July.

Ken: Beer judging/tasting can fit into quality.

Jeff: In the past, membership got credit for a winery tour because it included a discussion of QA.

Carolyn: Jackson Bryan has a tour with tasting.

Eric: Others do too, just a matter of knowing someone or scheduling. However, not having recertification for a meeting or two shouldn't be too big of a burden since you can only count so many meetings per year anyway. Can accumulate 22 credits over a 3 year period.

Mike: New members are not providing email addresses. Difficult to contact.

Jeff: Maybe about 40% have no email listed; but it may be they are opting out of being on distribution.

Charlotte: Feb, March, April, and May regular meetings. June tele July social Aug tele. Recommended school event in Sept instead of Oct and Oct be Maggiano's. Regular meetings in Feb, March, April, May, and November.

3: Special Programs Meeting

Barb: There were 29 people last year.

Carolyn: Will our annual big event be Maggiano's again?

Charlotte: Need to get our speakers out to the membership sooner. Esp. for the big one.

Carolyn: Attendance is too small perhaps to justify Maggiano's. Maybe Skidoo's instead.

Mike: If we have someone in ASQ teaching a class in the area, can get them in to be a speaker. They get paid, but could be a sufficient draw. National can provide list of available speakers.

Barb: Paying a speaker may be needed. Need to gather information and get to new programs chair.

Eric: Rather pay for a quality speaker than for Maggiano's.

Barb: Will need a place with enough seating if we get a big draw.

Ken: Will also need to consider parking – Skidoo's has limited parking for such a large group.

Mike: ASQ can send an officer to speak.

Jeff: Historically, "inside baseball" topics don't do well.

Mike: Can get a list of available speakers from National.

Barb: Need to gather information and get to new programs chair.

Jeff: Urgent need for a March speaker.

Ken: Will lean on some friends.

Jeff: Offices to recommend for non-dinner meetings? He can check Sully District building.

Mike: Springfield District too.

Connie: Nice conference room downstairs in this building. But need to pay \$50/hour for extra HVAC. Can check it out when we exit.

4. Attendance Report Formatting

Eric: Log onto database to see attendance reports (shown on big screen).

Barb: Has anyone heard from Corey?

Cyndi: Sent emails to several addresses, then he will respond after a while.

Eric: Export as an Excel file, then print to pdf and send out. Maybe make look nicer? Add a logo?

Jeff: Revise attendance report formatting.

Barb: When did it, exported to Excel, removed dates not attended, then put it into a text letter. Maybe put the template on SP. Nice to have a Word template.

Eric: Something that looks more professional; never questioned by HQ, but could theoretically be done by anybody. Need a letter with an introductory paragraph, plus add "Submitted, Eric Jensen, Recertification Chair." Something to make it look less like something someone could cut and paste from meeting announcements.

Leslie: Update sign-in sheet to get rid of the dinner and comment columns.

Eric: Everything on file, but only membership and conference attendance populated automatically by ASQ. Members need to document everything else.

Ken: Maybe hold off until site migration complete so as not to duplicate.

5. myASQ/SharePoint

Barb: If not registered on myASQ, can't communicate with you.

Devon – Will be sending some emails with questions about access. Ticket submitted for login credentials for new officers.

Mike – will send out welcome emails to new members.

Barb – if Devon creates a new member welcome email, please upload to SP.

Three different sites to login: Old SP, myASQ login, and new SP, but all share login and credentials.

Ken – difficulty going between them; didn't see myASQ link on main ASQ pages.

Jeff – Links to myASQ on the Section page.

Devon – will write up a guide for accessing SP site from access to login for both SPs and myASQ.

Action item for next meeting.

Barb – make sure you are reading your collaborate and component relations emails/messages.

Barb: What do we need to move over.

Jeff: Can check out other Sections' sites. Eg Baltimore, to see difference between our site and migrated ones.

Barb: Need to publish ours, so we can send out announcements.

Jeff: Is sending emails trying to find the path to get us published.

7. Financial Report

Sara: Is working on it; separate item from audit.

Charlotte: Amend budget for paid speakers?

Jeff: Budget can be revised until September (end of FY).

Jeff: How much?

Mike: Some have standard fees.

Connie: Will money we transfer in show up as revenue?

Mike: In miscellaneous.

8. VOC orientation

Connie: Surveys in Qualtrics. One published. Signed up for orientation on 30th.

9. ASQ WCCI

Already covered. Four people going, need to figure out discounts.

Other concerns

Devon: Is Corey the only point of contact for our DB maintenance right now? Need to have backup to him, esp. as he is not as active in Section now.

Eric: Other Sections have ability to register directly through myASQ.

Charlotte: Reach out to any members who were offended by the Spam from that rogue ASQ group? Did it turn people off and make people want to leave?

Barb: Was it only member leaders?

Ken: Unsubscribe info is in the original Google group email.

Adjourned at 4:04.

