

ASQ SECTION 0511
BOARD MEETING AGENDA
18 April 2012

Location: Amphora Restaurant, Vienna, VA

- A. Call to Order (1730Hrs)
- B. Reading & Approval of Minutes (<http://www.asq0511.org/Minutes/minutes201203draft.pdf>)
- C. Officer Reports/Announcements
 - a. Chair – Jeff Parnes
Proposed appointment subject to board approval: Chair Elect – Melissa Butler
 - b. Chair Elect – Vacant
 - c. Treasurer – Michael W. Coleman
[See attachment A](#)
 - d. Secretary – Yvonne Fernandez
- D. Old Business - Items from last month's meeting
 - a. Section Management Plan – Yvonne –
[See attachment B](#)
 - b. Awards Program – Historian and Membership Chair
 - c. Special Membership function – Membership committee
 - d. Booz-Allen-Hamilton sponsored event – Membership Chair
 - e. Nominations for Treasurer and Chair elect – Nominations Chair
 - f. Automating Recertification process in some way– Recertification Chair
 - g. Newsletter – Newsletter/Publicity Chair
Next issue due in April; submissions are past due.
- E. New Business
 - a. Section Operating / Governance Year -- section leadership consensus needed (see attachment C)
 - b. Process for reserving next month's facilities – Arrangements Chair
- F. Committee Reports/Announcements
 - a. Arrangements – Marie Rondot
 - b. Audit – Paul Mills
 - c. Education – Gregg Monaco
 - d. Examining/Certification – Kathleen Eaves
 - e. Finance – Jeff Parnes
 - f. Historian – Rick Wells
 - g. Lean Six Sigma SIG Chair – Norma Myers / Sion Weaver
 - h. Membership – Bill Eastham
 - i. Newsletter/Publicity – Christine Kurowski
 - j. Nominating – Bill Eastham
 - k. Placements – Sion Weaver
 - l. Programs – John Mullins

Several offers to speak received (see attachments D&E)

m. Recertification – Robert Zimman

n. Section Management Plan – Yvonne Fernandez

o. Voice of the Customer – Bob Orkin/Arnold Pachtman

See Arnold's report independently furnished

p. Webmaster/Electronic Media – Jeff Parnes

G. Adjournment

Attachment C

Robert Zimman <rzimman@yahoo.com> wrote on 16-04-2012 10:57:17:

I like Gregg's proposal with the exception of the timing for elections. Given the current requirement for reporting the new leadership committee (section board) to national at the beginning of May each year, I think we would need to hold elections in October rather than November.

> Thanks,

> Bob

> Sent from my iPhone so please excuse brevity & any typos

> On Apr 16, 2012, at 10:03 AM, Gregg Monaco <greggmo@yahoo.com> wrote:

> Greetings Board Members

> An approach I'd like to discuss is as follows:

> 1) Keep the existing Board in place through December 2012 2) Hold elections for the Jan-Dec 2013 cycle in November 2012 3) Realign Section 0511 calendar effective Jan 1, 2013 4) If we are going to introduce/indoctrinate new blood into various positions, let's start letting them shadow current position holders in the August/September 2012 timeframe (minimizes learning curve for new roles) [AND we can do this perennially so that Section membership has openness and an opportunity to explore the position before running for office]

> Given Yvonne's time request for an important topic, along with the rest of our very full emerging schedule, I just wanted to socialize this foregoing idea as a sneak preview...

> Gregg Monaco Education Chair

>

> --- On Sun, 4/15/12, Jeffrey M. Parnes <jparnes@cox.net> wrote:

> From: Jeffrey M. Parnes <jparnes@cox.net> Subject: Fwd: Section Operating / Governance Year -- section leadership consensus needed To: board12@asq0511.org Date: Sunday, April 15, 2012, 9:26 PM

ASQ board members:

> Our section chair has asked us whether Section's should operate on a Jan-Dec schedule, the same as our recently adopted financial cycle, and if so, when we should move from our current Jul-Jun schedule to the revised Jan-Dec schedule.

> Please read the email below and be ready to discuss this on Wednesday. If you won't be at the board meeting and want your input considered, please send me an email.

> Thanks,

> Jeff

> <<<<<<< Start of Quoted Message >>>>>>> >From: "Eric Whichard"

>Subject: Section Operating / Governance Year -- section leadership consensus needed

>Date: Sun, 15 Apr 2012 14:15:23 -0400

>As you know, the Society, Divisions, and Sections are now >all on a Jan 1 - Dec 31 fiscal year. The Society and Divisions have also transitioned to a Jan-Dec operating and governance year. Their officers, committee chairs, etc. hold Jan-Dec terms. They plan and operate on a Jan-Dec year also.

The Section Affairs Council voted to delay consideration of >making the same change for Sections until after the fiscal year transition had been accomplished. Now that it's done, we're beginning to look at the section operating / governance year again. Should the sections transition to an operating and governance year of Jan 1 - Dec 31? Officers and committee chairs would serve 1 year terms beginning Jan 1 instead of July 1. The section would plan and operate on the calendar year instead of the current July 1 - June 30 period. Each RD has been asked to seek the Voice of the Section on the issue.

I NEED A RESPONSE FROM EACH OF YOU by May 15. Your response should reflect the consensus of your section's leadership -- not just your own take.

Now that sections are on a calendar fiscal year.....

A. SHOULD THE SECTIONS ALSO TRANSITION TO A CALENDAR (Jan 1 - Dec 31) OPERATING AND GOVERNANCE YEAR? YES OR NO?

B. IF YES, WHEN SHOULD WE PLAN TO MAKE THE TRANSITION?

2013? (i.e. officers / chairs serve 18 months July 2012 through December 2013, section plans / operates on same period)

2014? (i.e. officers / chairs serve 18 months July 2013 through December 2014, section plans / operates on same >period)

Possible responses are..... No Yes, 2013 Yes, 2014

Other (pls explain)

Other comments also welcome.

Thanks for your response by May 15!

Eric >> J. Eric Whichard

Regional Director, ASQ Region 05

Member, ASQ Board of Directors

JE Whichard & Associates

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<eric.whichard@verizon.net >>

<<<<<<< End of Quoted Message >>>>>>>

Attachment D

<Zarin.Tewarson@AmericanSystems.com> wrote on 16-04-2012 10:49:14:

Hello, My name is Zarin Tewarson and I work for AMERICAN SYSTEMS, headquartered in Chantilly, Virginia. I have a colleague, Philip Hill, who is interested in speaking at one of ASQ Section 0511's upcoming meetings. We have discussed 2 possible topics: "Tried and True: What measurement can do for you," and "What's in your Toolbox? Common Quality control tools." I am wondering if there is availability in the near future for Philip to speak, and what the process is for setting up the engagement.

Below is a short bio of Phil. Please advise on next steps and if you'd like to set up an introductory call with Phil and I. Thank you, Zarin

Experience Summary – CMMI Appraisal, Training, and Process Improvement Consulting Mr. Hill is a seasoned program manager, former Program Office Director, and has developed and implemented policies and procedures to ensure repeatable performance during software product implementations. As a consultant, he has provided mentoring, coaching, and formal training for many customers.

With over thirty years of information technology experience, Phil has helped companies implement proven methods for project management, quality management, and configuration management in various industries. He is a Certified Software Quality Engineer (CSQE), Project Management Professional (PMP), and a graduate of the Institute of Configuration Management, skilled in the implementation of Configuration Management II (CMII). He is a licensed Project Management instructor, and Parenteral Drug Association (PDA) auditor. Phil has completed his training at the Software Engineering Institute, and is an authorized instructor for the course, "Introduction to CMMI for Development V1.2", CMMI for Acquisition, and SCAMPI Lead Appraiser. His experience managing organizations and projects allowed him to practice his trade and develop extensive knowledge and skill over these many years. He has worked in North America, Europe, Asia, and Australia. His former employers include industry leaders such as Johnson Systems, Computer Associates, Software AG, Intersolv, MERANT, and AMERICAN SYSTEMS (current).

Zarin Tewarson
Inside Sales Representative
Zarin.Tewarson@AmericanSystems.com

Attachment E

"Strother, Rachel S" <Rachel.S.Strother@questdiagnostics.com> wrote on 16-04-2012

16:49:41:

Hi Jeff, Thanks for discussing the possibility of Quest Diagnostics Nichols Institute hosting an ASQ Chapter monthly meeting. Below is a proposal for July. I don't think we can pull it off earlier but August also fits into the schedule. This is a proposal for the July Monthly Meeting of ASQ Chapter 0511.

**Location: Quest Diagnostics Nichols Institute, Chantilly
14225 Newbrook Drive, Chantilly, VA 20151**

Accommodations: Conference room with internet access. Will provide projector for speaker's presentation. Room will seat ~60 classroom style at tables - which can be used for dinner Board Meeting at the regular time

Dinner at the regular time (either catered by Sodexo - our lunch room vendor, or by an ASQ chapter vendor) - should be buffet style if possible for best use of space Speaker at the regular time - 8:00 PM with additional audience from Quest employees who will not participate in the dinner portion of the evening but who may be candidates for ASQ chapter membership.

Suggested Speaker: John Goodman author of Strategic Customer Service and vice chairman of TARP, has agreed to speak to us about "Driving the Customer Experience Using Quality." John is a member of ASQ 0509 and has friends in 0511, and I believe he has spoken to our chapter previously. He also had a major article in the February 2012 Quality Progress (attached) on how Quality should expand its purview to cover the whole customer experience.

Founded in 1971, TARP has international offices including Washington DC and London. TARP is credited with developing the approach for quantifying the impact of quality on revenue, cost &WOM for companies like Neiman Marcus, Toyota/Lexus, USAA, Cisco Systems and others. He will share his knowledge about how building and applying an enhanced Voice of the Customer to manage the Customer Experience can lead to increased loyalty and maximized profits.

I would also suggest that we open this to chapter 0509 since we should have plenty of room - given the current attendance practice.

More information can be provided if needed to aid in the decision making process when the board discusses the proposal. Just let me know either at the email below or at my home email - Strotox@verizon.net - which is my preferred contact.

Thanks for your consideration,

regards, Rachel Strother, MT(ASCP), CQM/OE(ASQ), CSSBB(ASQ), CQA(ASQ)

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