

1. Call to Order (1730Hrs)
 - a. **Secretaries pro tem by committee chairs in committee alphabetical order with backup:**
Arrangements, Education, Finance
 - b. Items in **bold** for discussion or action, those in plain type for information only
2. Expected absences: Jeff, Kathy
3. **Reading & Approval of Minutes ([minutes201210draft.pdf](#)) presented by Kathleen Eaves**
4. Officer Reports/Announcements
 - a. Chair – Jeff Parnes
 - i. Chair will be late due to work – may only be able to make it to the dinner
 - ii. Thanks to select committee for evaluating alternative locations and choosing this one
 - iii. I made a mistake by postponing the board vision session:
 1. All proposed substitute weekend dates also have sizable board contingents that won't be able to make the alternative dates.
 2. In the future, unless weather prevents the meeting from taking place, we will just go with scheduled date
 3. **Current date is 15 December, will go with whatever date the board determines**
 - iv. Some observations about our meetings venues:
 1. Although we might want to bring in upper-scale speakers in upper-scale locations, our membership isn't upper scale. They're happy paying our usual lower cost meeting fee to eat the Amphora-type dinners and hear our usual speakers. maybe PMI-folks are better paid and don't flinch from the higher costs - our current membership seems to. What's the old saying, you can't make a silk purse from a sow's ear.....
 2. Perhaps we can do what my Configuration Management Working Group has been doing that for years - we get a speaker, a place that can handle 20-30 folks, and order food from a variety of places, my Afghan place, pizza, BBQ, Thai, Chinese, etc. Cost is always less than \$15. **So let's find a place, and plan for it in January** - we can alternate one month in a restaurant, and the other as described above.
 - b. Chair Elect – Melissa Butler
 - c. Treasurer – Roberta Pek
 - i. **Review & Approval of October report:**
<http://www.asq0511.org/Minutes/TreasurersReport20121031.pdf>
 - d. Secretary – Yvonne Fernandez
5. Old Business - Items from last month's board meeting or August's visioning meeting
 - a. **Quality Management Plan – Melissa**
 - i. I took a look at the QMP and created a slide (#4) with some potential section objectives. The suggestions and based on the Loyalty & Satisfaction Survey Results and suggestions as noted in tonight's agenda. I'm open to all suggestions, please let me know what you think.
<http://www.asq0511.org/Section/SectionDocuments/QualityManagementPlan20121114.pdf>
 - b. **Arrangements - Question – On the average how many paid attendees do we have (not counting board members who eat gratis if they attend the board meeting) – or, in other words, how much do we lose at each meal?**
 - c. Topics for Board Vision meetings from Paul:

- i. We need to identify teachers for other certification exam preparation courses. I suggest focusing on Six Sigma Green Belt, Manager of Quality/Organizational Excellence, and Software Quality Engineer. Use the records of who from our Section has passed these exams and are eligible to teach, and then contact them as to their interest and availability and offer assistance in preparing materials for courses. I found the 3, 4, or 5 weekend all-day Saturday sessions to be better received than 10-12 weeknight sessions. In addition, we should push the use of virtual training, WebEx etc. seminars so people can stay at home rather than commute to a central location, with the related hassle of securing an acceptable venue. We should have several instructors for each course, to rotate them so they stay fresh and don't burn out.
- ii. We could do more to make it compelling to be certified—have speakers at each meeting, maybe 5 minutes, tell how they have benefited from ASQ national and section membership, as well as from their certifications. In my courses, I show students how a career progression is aided by successive certifications (CQA, CMQ/OE, SCQE, SSGB, etc.). In addition, let's provide recognition for achieving certification—free meals, gifts or gadgets, plugs in the Section newsletter and website, etc. Celebrate Certifications!
- iii. We have to reach more of the younger members and potential members, and that may mean targeting local colleges and universities for recruiting and signing up student members who become full members upon graduation. We should direct at least one dinner a year to students, give them a subsidized meal in return for their listening about ASQ and a topic of interest to them. It would be great to start on-campus student groups that our Section can support.

6. New Business

7. Committee Reports/Announcements

a. Arrangements – Marie Rondot

- i. Reports for Wednesday's dinner meeting at Mon Ami Gabi, Reston, VA are 19 dinner, 2 program-only.
- ii. We reserved the Herndon Amphora for 19 December to hold our social meeting.
 1. Kathy suggested we need to do a quality analysis on this event and the special event at the Ritz. She saw several common failures to follow our own procedures. We should be leaders in being willing to look at our own actions, and in taking responsibility for our own collective and personal errors. We should be willing to put defensiveness aside and do real process improvement.
 2. She'd suggests that we cancel the December get-together and use that night for a board meeting at the Amphora Herndon for which we would each pay full price.

b. Audit – Paul Mills

- i. The committee received responses to its August questions regarding the transactions from January through June 2012. Computer problems have delayed the Chairman from reviewing them, but he expects to be able to determine if the responses addressed the Committee's concerns.

c. Certification/Examining – Kathleen Eaves

- i. See Attachment 1a.i.1.a.Attachment 1 – October 6, 2012 Exam Results and December 1, 2012 Examinations, on page 5
- ii. Paul has received approval from CSC management to use the Chantilly cafeteria on examination Saturdays for future certification examinations. He will bring a summary report to the November 14 meeting, with a description of the numbers and types of chairs and tables, and small conference rooms, and will have pictures to show. Kathleen says the Section has already paid for the Manassas NOVA site in December, but perhaps this CSC Chantilly site could be used in March. There will be plenty of free parking available on Saturdays. Snack and Coke vending machines are available, as well as two microwave ovens. Bathrooms are near the cafeteria entrance. I and some other CSC

employees who are also Section members can let people in to the locked doors, and there should be no sign-in requirements, and no restrictions against non-American citizens. If Board members are interested in viewing the facility, let Paul know, as he can get us in Saturdays. It is located at 15000 Conference Center Drive, Chantilly, VA 20151.

- d. Education – Gregg Monaco
 - i. CQA course has one person signed up; three others had to drop. As of October 20 we started presenting the course at Mike Coleman's place.
- e. Finance – Jeff Parnes/Mike Coleman
- f. Historian – Rick Wells
- g. Lean Six Sigma SIG Chair – Sion Weaver
 - i. I attended the Lean Six Sigma SIG meeting. There were about 14 people attending. The presentation was on the National Geospatial Agency Lean Six Sigma Deployment. This was a very interesting meeting.
 - ii. I would like to propose the following Six Sigma Opportunities for ASQ Member Professional Development.
 - 1. MiniTab familiarization workshop for Lean Six Sigma Belts.
 - 2. Six Sigma Black Belt- certification preparation course for Six Sigma Black Belts.
 - 3. Six Sigma Green Belt- certification preparation course for Six Sigma Green Belts.
- h. Membership – Bill Eastham
- i. Newsletter/Publicity – Christine Kurowski
 - i. Publicity:
 - 1. Twitter is currently ineffective, since @ASQ0511 has only 6 followers, 5 of whom are board members.
 - 2. I retweeted the Nov meeting announcement on my personal Twitter page, which has a greater quantity of followers, including the Fairfax County Chamber (2500+ followers), but got no response
 - 3. Suggest putting a link to the Twitter profile on the 0511 website
 - 4. The LinkedIn group has 345 followers. After the section e-mails, I think this is the most effective way we currently communicate to the membership. Board members should post announcements here, as more activity brings more followers.
 - 5. Can we print business cards for the section that list the website/LinkedIn/Twitter/Facebook/ phone number and distribute them at meetings? I think that might encourage people to join some of the groups and get a little more activity going – (Jeff says we could print them using a service such as VistaPrint)
 - ii. Newsletter:
 - 1. I can assemble and edit a newsletter, but not write the articles. Perhaps for the special Board meeting, we can each come with a prepared short article or two, and I can assemble them in real-time to get a newsletter out before the end of 2012?
- j. Nominating – Bill Eastham
- k. Placements – Sion Weaver
 - i. Two requests - Quality Assurance Engineer & Quality Program Coordinator
- l. Programs – John Mullins
 - i. Nicholas Wulfekuhle will speak in January on The Quality Journey to Mount Rainer.
- m. Recertification – Robert Zimman
 - i. See Attachment 1a.i.1.a.Attachment 2– Recertifications Summary by Month - Oct 2012 on page 6
- n. Quality Management Plan – Melissa Butler

- o. Voice of the Customer – Bob Orkin
 - i. **Status of planning meetings to honor the charter members for the 30th anniversary of the section**
 - p. Volunteer Opportunities – Christine
 - i. See Attachment 1a.i.1.a.Attachment 3– Possible Volunteer Opportunity on page 7 – do we wish to publicize it?
 - q. Webmaster/Electronic Media – Jeff Parnes
 - i. The standard footer for all emails sent to section and opt-in recipients for meeting and other notices now has this additional line “Follow us on Twitter: @ASQ0511”
8. Adjournment

Attachment 1 – October 6, 2012 Exam Results and December 1, 2012 Examinations

The following number of people sat for the certification exams and passed the certifications exams held on October 6, 2012:

October 6, 2012 Exam	Sat	Passed
Certified Reliability Engineer	3	0
Certified Six Sigma Black Belt	17	9
Certified Manager of Quality/ Organizational Excellence	2	2
Totals	22	11

Section 0511 will proctor certification exams on December 1, 2012. The breakout of the exams taken, the number enrolled, and the membership status of the testees is:

December 1, 2012 Exam	Participants	Members	Non-members
Certified Quality Improvement Associate	4	1	3
Certified Six Sigma Green Belt	28	3	25
Certified Quality Engineer	5	3	2
Certified Software Quality Engineer	1	0	1
Certified Quality Auditor	9	3	6
Certified Quality Process Analyst	1	0	1
Totals	48	10	38

Assistant proctors have already been identified for this exam.

Attachment 2 – Recertifications Summary by Month - Oct 2012

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
2007	0	2	1	4	3	8	4	4	1	2	0	15	44
2008	4	3	4	5	1	11	0	4	1	1	0	22	56
2009	1	4	4	2	2	1	7	2	0	6	1	6	36
2010	4	2	1	5	1	13	5	0	0	5	6	13	55
2011	3	2	3	0	7	8	4	4	1	3	5	12	52
2012	0	1	2	3	3	4	8	1	3	4			29
Average	2	2.33	2.5	3.17	2.83	7.5	4.67	2.5	1	3.5	2.4	13.6	48.6

Attachment 3 – Possible Volunteer Opportunity

bhorst@userworks.com

Date: Mon, 12 Nov 2012 18:06:31 +0000

To: jeff@parnes.net

Subject: Quality or Process Managers Needed to Participate in a Paid Usability Evaluation

Dear Jeffrey Parnes

I found your contact information on the ASQ website and am hoping you may be willing to spread the word about this study, taking place in Arlington, to the members of your Section.

My company, UserWorks, is recruiting Quality, Process, or Systems Managers to participate in a study to help evaluate a website that offers training and other services related to implementing ISO standards. We are seeking people who have already purchased training and certification services to implement standards, as well as people who expect to purchase training or certification services in the near future. If you are the appropriate person within your organization I hope you will consider participating in this paid study. If you are not the appropriate person, would you please forward this message to the person(s) who you believe would most qualify?

Study details are as follows:

Who: Decision-makers who deal with ISO standards - e.g., Quality Managers, Compliance Managers, Process & Systems Managers, Business Systems Officers, Managing Directors, Quality Assurance Managers, Standards Managers, Technical Directors, Quality Control Managers, Quality Coordinators, Risk & Assurance Managers, Health & Safety Managers

What: A one hour in-person interview session where you will review a website, perform a few tasks using the website and give your opinion of the site. You will be paid \$200 in cash for your time.

When: Wednesday, November 28, 2012 and Thursday, November 29, 2012-You would participate for one hour on one of those days.

Where: A testing facility in Arlington, VA, near the Courthouse metro station.

If you would consider participating, please reply to this email with a phone number where I can reach you, or call me at 301-431-0500 x211. I will take you through a screening questionnaire to see if you qualify. If there is someone within your organization who you believe would be better suited to participate, please forward this information on to him/her.

Thank you,

Brenda Horst
UserWorks, Inc.
301-431-0500 x 211