



**ASQ SECTION 0511  
BOARD MEETING MINUTES  
17 FEBRUARY 2010**

Location: Amphora Diner, Herndon VA

Attendees: Attached

1. Call to Order – 5:34 PM
2. Reading & Approval of Minutes – The January 2010 meeting minutes were approved as written. Bill Eastham will investigate who took the minutes for the June 2009 Board mtg minutes (at the Ritz Carlton).
3. Officer Reports/Announcements
  - a. Chair – The Board addressed the post card dinner meeting notifications. The Board agreed to: 1) ask Bob Zimman to see if he was the person who offered to send out the cards, 2) reestablish the card mailings (only if we can get it done at no cost), and 3) then determine through the Voice of the Customer survey the return on investment for the card notifications. The Voice of the Customer survey should include a question about the best way to remind members about the monthly events. The Webmaster agreed to add an Outlook calendar link to future email notices. The Newsletter Chair agreed to update the Section's LinkedIn site. In short, the Board wants to take advantage of multiple modes of reaching the membership. The Board also discussed alternate venues for the dinner meetings, to include alternating locations. The Chair Elect agreed to contact Marriott to see if they could provide a viable option in terms of meeting/dinner space. The Board asked that everyone think about alternate venues that: 1) have easy access/parking (preferably near a Metro station), 2) are reasonably priced, and 3) have adequate facilities to accommodate the group with a speaker. Every year the Board pays for airfare, lodging, per diem, registration fees for an officer to attend and represent the Section at the ASQ Word Conference. This is usually the Chair Elect. The Board voted to send Bill Eastham this year; Bill abstained from voting on this item.
  - b. Chair Elect – Is now officially a member of the ASQ Learning Center Advisory Council. Will likely be supporting the development of instructor accreditation guidelines and another group will be developing course accreditation guidelines.
  - c. Treasurer – The Treasurer's report was presented and submitted for review. The final steps to resolve the audit discrepancy have been taken; ASQ National needed the expense/income sheet and audit reports signed and the end of year (ASQ FY 2008) bank statements.
  - d. Secretary – Nothing to report.
4. Committee Reports/Announcements
  - a. Arrangements – Not in attendance.
  - b. Audit – Nothing to report.
  - c. Examining/Certification – Nothing to report.
  - d. Recertification – Not in attendance.
  - e. Education – Nothing to report.
  - f. Finance – Nothing to report.
  - g. Historian – Nothing to report.
  - h. Membership – Will send in membership numbers.
  - i. Newsletter/Publicity – Newsletter to be published in March, deadline for input is March 7. Programs Chair will provide speaker information, Membership will provide names of new members this year, Publicity Chair will provide information about all the different ways

members can get information about the Section, and Certification Chair will provide results from past exam and information about the next round of exams.

- j. Nominating – Next elections must be held in April. Volunteers are encouraged to contact any member of the Board.
  - k. Programs – Seeking ideas for topics for the next series of speakers. Looking for someone to speak in March. The Board suggested the owner of Five Guys or CEO from Great American Restaurant.
  - l. Voice of the Customer – Not in attendance.
  - m. Webmaster – Sent meeting report out, also sent out email to all members of the Board to verify the routing. The Section contact page has photos for most of the Board members.
  - n. LSS SIG – The LSS SIG Chair is working primarily virtually and will attend in person shortly.
5. Items for Next Month's Mtg – Voice of the Customer Survey, Website proposals, updated education schedule.
  6. Unfinished and New Business – None.
  7. Adjournment – 6:48 pm

(Minutes prepared by: Yvonne Fernandez, Section 0511 Secretary)