



**ASQ SECTION 0511
BOARD MEETING MINUTES
21 SEP 2011**

Location: Amphora Diner, Herndon VA

Attendees: Under separate cover

1. Call to Order/Statement of Quorum – The Chair confirmed quorum and called to order at 5:54 PM.
2. Reading & Approval of Minutes – Aug minutes were read and approved as written.
3. Treasurer’s Reports/Announcements – The Treasurer presented the monthly financial update, and the Board approved a motion to accept the Treasurer’s Aug 2011 report. The Section is required to prepare an Annual Operating Budget and Business Plan. The Treasurer and Chair presented the draft FY 2011-2012 Operating Budget, and the Board approved a motion to accept as our working budget. The Chair Elect presented the template for the FY2011-2012 Business Plan. The Voice of the Customer Committee member agreed to provide membership-derived data (from past surveys) that can be used for filling in the template. The Chair Elect will seek volunteers and coordinate a subcommittee to work on filling out the Business Plan template. These documents must be submitted to National by 1 Oct 2011.
4. Unfinished Business – (1) The Washington Post and The Fairfax Times advertise information about events and do it for free. Publicity will send them information about the monthly dinner meetings with the purpose of reaching more potential participants. (2) Due to technical limitations, the cutoff for accepting reservations and trigger for late fees are midnight on Friday and Sunday, respectively.
5. New Business – The monthly Board meeting agenda was modified to focus on critical actions first, and then review the committee reports. The Section approved a motion to change the December meeting to 14 Dec, the second Wednesday for that month. We need to fix the online prepaid system.
6. Committee Reports/Announcements
 - a. Arrangements – Not in attendance.
 - b. Audit – Done.
 - c. Examining/Certification – We have exams coming up on 1 Oct with about 50 people signed up. We have enough proctors.
 - d. Recertification – Not in attendance.
 - e. Education – CQA course is scheduled for the Fall and we advertised it on the Section website.
 - f. Finance – The section operated under a particular Tax Identification Number (TIN), we were notified by BB&T that our TIN does not match the TIN for National and we need to work with National to resolve this issue.
 - g. Historian – Not in attendance.
 - h. Membership – The Chair went through the membership database and determined that we showed a 5 % growth in new members for August 2011 (#11 on Top Sections for New Members).
 - i. Newsletter/Publicity – Needs input by 30 Sep for next issue of the Section Newsletter.
 - j. Nominating – Nothing to report.
 - k. Programs – Mama Lucia’s Restaurant could not accommodate us for monthly meetings; they are booked solid for the next three months. The VP of Audi North America will be in attendance this evening and we hope to discuss progress in planning a joint event.
 - l. Voice of the Customer – Has three months’ worth of survey analysis reports. Had previously only asked for survey responses from first-time responders, now has enough confidence in

- the data to allow members to fill in surveys at each event they attend. Note: By design, these surveys do not include responses by Board members.
- m. Webmaster – Looking at coordinating past meeting notices/presentations/announcements such that you can get from one to the other in a simple/user-friendly manner.
 - n. LSS SIG – Not in attendance.
7. Items for Next Month's Mtg – The Chair Elect will present information from the merchant about accepting credit cards on the web with an off-the-shelf solution.
 8. Adjournment – 6:43 pm

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