



**ASQ SECTION 0511
DRAFT BOARD MEETING MINUTES
19 OCT 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 5:32 PM.
2. Reading & Approval of Minutes – Sep 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 Sep 2011 report. The Treasurer agreed to investigate the basis for National’s yearly funding to the Section (i.e., what are the funding criteria and how much do we get for each one).
4. Unfinished Business – The Chair Elect presented information from the merchant about accepting credit cards on the web with an off-the-shelf solution. Recommendation was made that we discontinue our account with BB&T and save the \$300+/year in fees. We can instead use Intuit and process credit card statements via an Android or iPhone, and we can email receipts (if needed). The Board emphasized member convenience and data security over cost. The Board approved a motion to discontinue our merchant account with BB&T and move to Intuit Merchant Services Quick Payment Process. Potential concerns about the security of credit card data for pre-payments are not yet fully resolved. Consequently, the Board also approved a motion to discontinue accepting credit cards on our website until we have a secure solution.
5. New Business – (1) We missed our suspense of 1 Oct 2011 for submitting our Section goals. We still see value in this process and want to develop them. (2) The Board approved a motion to create a position for Treasurer Elect. (3) We are somewhere in the mid 80s in our relative ranking against all other sections on our retention of members. Some of this may be attributable to this being a transient geography, but this situation can present a potential long-term issue if the losses outweigh the gains. (4) The Board asked the Webmaster to investigate the various other websites that pop up on a Google search for “ASQ 0511.” There is concern that these other sites may confuse potential new members. (5) The Chair proposed putting together a Section SOP that identifies required activities and associated roles and responsibilities.
6. Committee Reports/Announcements
 - a. Arrangements – Not in attendance.
 - b. Audit – Nothing to report.
 - c. Examining/Certification – Not in attendance.
 - d. Recertification – We have an increased number of people who are sending in their recertification packages prior to the time of expiration. The issue is that they are counting their time of employment up to the date of the expiration of their certification, and this is not allowed.
 - e. Education – Three people have registered for CQA course, a couple of others have yet to register.
 - f. Finance – Nothing to report.
 - g. Historian – Checked in to see if there was an award for leaders for milestone years of service. There is the Member Leader Excellence Award, which can be given two times a year (to individuals or teams). We can also give out pins or coins or other awards as long as we are clear that these are awarded on behalf of the Section only.
 - h. Membership – See above under item 3/New Business. The Membership Chair agreed to investigate the statistics on the reasons for the low retention.

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- i. Newsletter/Publicity – Not in attendance.
 - j. Nominating – Nothing to report.
 - k. Programs – Has speaker tentative agreements for next 3 months.
 - l. Voice of the Customer – Sent out survey for September. Got 12 comments and 6 had to do with difficulty of hearing the speaker over side conversations and background noise. Need to start presentation on time and remind attendees to give the speaker their full attention. The Board approved a motion to authorize the Membership Chair to spend up to \$400 to purchase a small PA system. Will be on travel next month and asked for a volunteer to distribute the surveys at that meeting. Number one medium for being notified about events is email, second is word of mouth, and website is way down the list.
 - m. Webmaster – See above under item 4/New Business.
 - n. LSS SIG – Not in attendance.
7. Items for Next Month's Mtg – None.
8. Adjournment – 6:45 pm

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