

## Meeting Agenda and Minutes

<b>For</b>	ASQ Section 0511 Section Leadership Committee Meeting				
<b>Location</b>	Remote Meeting via WebEx				
<b>Date</b>	April 12, 2023	<b>Time</b>	6:00 – 6:54 pm	<b>Duration</b>	54 Minutes

## Section Leadership Committee Attendance

Positions in **BOLD** indicate positions required for Section standing by ASQ Section Requirements  
 X indicates the person attended (\* indicates attendance by phone or electronic media)

Elected Leadership (*two Elected Officers present required for quorum*):

Officer	Position	Present?
Ken Rapuano	<b>Chair</b>	X*
Vladimir Nesterovich	Vice Chair	--
Connie Broadie	<b>Secretary</b>	X*
Muzaffar Zaffar	<b>Treasurer</b>	--
Vacant	Vice Treasurer	--

Appointed Leadership (*an additional 25 percent [three] Appointed Officers present required for quorum*):

Officer	Position	Present?
Charlotte Wild	Audit Chair	--
Leslie Braun	<b>Membership Chair</b>	--
Barbara McCullough	<b>Nominations Chair</b>	--
Carolyn Miller	Arrangements Chair	X*
Muzaffar Zaffar	Recertification Chair	--
Cyndi Reichardt	Database Administrator	--
Muzaffar Zaffar	Education Chair	--
Leslie Braun	Finance Chair/Welcome Committee	--
Seema Garg	Placements Chair	--
Connie Broadie	Historian	X*
	Voice of the Customer	
Jeff Parnes	Electronic Media	X*
	Webmaster	
Sara McAlpine	Welcome Chair	--

Other Attendees:

Attendee	Position	Present?
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### Current Vacant Positions

*Section Positions Required by ASQ:* None

*Section Positions Not Required by ASQ:* Treasurer-elect (elected); Programs Chair (appointed); Certification Chair (appointed)

## Agenda and Minutes

Ken stated that we did not have Quorum.

## ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

### ASQ Section Board

#### Agenda

1. Meeting Minutes approval
  - a. March 2023 Minutes were approved.
2. Next RO – Saturday, April 15, 2023
  - a. Morven Park, Leesburg
  - b. Networking lunch – catered in the picnic area (like with Paradise Springs)
  - c. 15 registered, paid only for 15 (even though quoted a min of 16)
  - d. Any details needed to finish up (e.g. sign in sheet)?
    - i. Ken asked if Connie could bring a backup copy of the sign-in sheet in the event he has COVID and cannot come. She agreed to bring one.
    - ii. Carolyn mentioned that she would get sandwiches from Panera or Subway. She would have meat and veggie varieties. She plans to bring bottled water and maybe bottled lemonade and/or tea.
    - iii. Connie will bring a couple of coolers.
3. Treasurer Report
  - a. \$25,676.21 in available funds
  - b. Income –\$284.68 for March
  - c. + \$1,252.88 for CY 2023
  - d. No substantial funds expected to be spent in the near future.
    - i. Connie reminded Ken of the reimbursement for WCQI coming up and Jeff reminded of the Anniversary in October.
4. Membership Report
  - a. March 4, 2023 paid membership = 424
  - b. April 4, 2023 paid membership = 421
5. May – In-person Section meeting?
  - a. Potential failure points:
    - i. Registration
    - ii. Venue – sufficient space and connectivity?
      1. Jeff has used the room previously. It is a government building and has sufficient space and connectivity.
    - iii. Attendance
    - iv. Meal – headcount, order, and delivery
    - v. Streaming – Jeff needs at least 1 helper
  - b. Proposed timetable: SLC at 6, meal and member meeting from 7:15 –7:45 and program from 7:45-9.
  - c. Meal options include:
    - i. Firehouse Subs
    - ii. Spice Circle (Indian)
    - iii. Basil Mediterranean Fusion (need to check catering)
    - iv. Silverado (need to check catering)
    - v. Qdoba
  - d. Jeff asked Carolyn if she would like him to take the lead on ordering the meal for this event. She said yes, she still has some things she is working out. Jeff confirmed he would take the lead. He would

Meeting Date: March 8, 2023

## ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

start with Spice Circle and see what they could let us know what a menu would look like. Jeff inquired from Carolyn the typical budget per person. Carolyn said it depended on the venue, but typically between \$15 - \$20. Jeff would work with \$20 a head when requesting menu options.

### 6. Future Programs:

- a. May – Ken’s EED Part 2; Ken has content since it’s sparse on the EED community site
  - i. Challenge: Hybrid meeting; have not held an in-person meeting in 3 years
- b. June – Presentations by Recertification Chair (Muzaffar) and Welcome Chair (Sara)
  - i. Challenge: Fully develop the Recertification and Welcome strategies
  - ii. The ASQ Recertification Job Description needs to steer people to be on the SLC or do things for the section that earn RU as the win-win way to get RUs.
- c. July – RO (Carolyn and team)
  - i. Ken asked Carolyn if we were OK for an RO in July. She said she was looking for change in the section, more people getting involved, before continuing in her role. If things changed, yes. If not, then she was on strike.
  - ii. Jeff asked if she had checked into the Holocaust Museum. She had, but at the time they did not have docents. This venue was on her list, and she would check into it if more people on the board started to contribute. Jeff offered to reach out. He has been a long-time member and asked Carolyn if she had a contact she was working with. She did not have a specific contact. Jeff said he would take the lead on it. Carolyn said she would be happy to do it but was waiting to see if more people in the Section would start participating. Jeff said it was a good time to look into it. He asked Carolyn if he should look at Saturday or Sunday. She said she likes to mix it up. It also depends upon availability.
- d. August – Report from WCQI (Carolyn and Connie)
  - i. Ken hoped that Carolyn’s strike didn’t carry over to August and reminded her that presenting on the event was a condition of receiving the stipend.
  - ii. Connie said it would be a team effort for those that went. She also mentioned that Maria Habib was going, and she would likely be willing to share what she gleaned from the event. Ken asked Connie to make that connection. He would like to see her get involved with the Section.
- e. September – RO (Carolyn and team)
- f. October – Anniversary (Ken and Jeff - see below)
- g. November – RO Year in Review (Connie and team)
  - i. Incorporate poll results
  - ii. Materials from Feb RO available?
- h. December – Path to Quality
- i. January 2024 – RO
- j. February 2024 – Chair Report
- k. March 2024 – QM Round Table?

### 7. Anniversary

- a. Section Founding Date – September 11, 1983
- b. Jeff and Ken are commemoration leads
- c. Event slated for October 2023
- d. Planning meeting – Need Ken and Jeff (co-leads), at minimum; either a weekday evening or weekend. Ken and Jeff agreed to meet April 19<sup>th</sup> to begin planning.
  - i. Date – Jeff recommended 2<sup>nd</sup> Wednesday of October
  - ii. Venue – Jeff recommended Maggiano’s, as was the venue for the prior anniversary.

Meeting Date: March 8, 2023

ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

- iii. Program
- iv. Swag
- 8. Volunteer Participation
  - a. Since there were only 4 people in attendance at this meeting, Ken agreed to send out an email ‘From the Chair’ to the SLC on the topics of concern below. There is too much work being divided among too few people. There was no quorum for today’s meeting. We had fairly decent attendance last month, but it has gone down far worse this month.
  - b. SLC
    - i. Meeting Attendance – needed for quorum. It was previously recommended that we require a certain number of meetings attended to maintain SLC position, however if someone is doing the work but cannot make it to a meeting for a reason other than they did not feel like it, they should not be removed from the SLC position.
    - ii. Section Work – performance and rebalancing. Ken mentioned we had the option of meeting less. We are currently meeting monthly and the requirement to maintain section status us to meet quarterly.
    - iii. Communication
  - c. Volunteer Participation Initiative (see Attachment 1 below)
    - i. Rebalance work assignments – Chair
    - ii. Identify current willing members who do not have assigned work – VOC
    - iii. Identify engaged members (who is attending meetings regularly?) – Membership/Nominations. Leslie agreed to take on the Membership Chair role provided she was able to get assistance getting to the membership list in SharePoint. She is having issues with access. Ken made some recommendations and would also have her reach out to Component Relations.
    - iv. New members – Welcome Committee
    - v. Members needing RU – Recertification Chair
- 9. SLC Meeting Reports each month. This used to occur at every meeting, but we have gotten away from it. We need to get back to having each Chair give their monthly report.
  - a. Secretary: Minutes from previous month
  - b. Treasurer: Treasurer’s report, with backup to be attached to minutes
  - c. Membership: Snapshot status to be attached to minutes; discussion of any trends observed
  - d. Welcome Chair: List of members contacted in last month; indication of needs and engagement
    - i. Jeff mentioned that engagement was better when we met in person. It is more difficult on a Zoom call. Ken agreed it was easier to get people engaged when you could sit down and have dinner with them, but he wasn’t sure people will fight Northern Virginia traffic to have dinner if they have the option to participate in the member meeting virtually.
  - e. Recertification Chair: Discussion of any members helped; identification of members who need RU and are looking to participate in Section work.
- 10. Jeff recommended that we generate a static/fixed WebEx link for the Membership Monthly Meetings, similar to the SLC Meeting.

Attachment 1: Volunteer Participation Initiative

>>> WORK

Work Definition

1. Define and prioritize work
2. Focus on work:
  1. Work due to compliance
  2. Work due to monthly meetings
  3. Work due Section needs

Work Assignment - Staffing Strategy

1. Assign defined work to volunteers

>>> PEOPLE: VOLUNTEERS

Cat #1: Known Volunteers - Activity Strategy

1. Identify level of engagement
2. Identify interests
3. Rebalance work assignments

Cat #2: Unknown Volunteers - Voice of the Customer

1. Identify their names
2. Reach out
3. Lead to volunteering

>>> PEOPLE: PROSPECTS

People List - Roster Initiative

1. Identify the People
2. Prioritize the people to approach

Cat #3: Known participants - Engagement Strategy

1. Compile a list
2. Engage in volunteering

Cat #4: New members - Welcome Committee

1. Inform that we exist
2. Make attend the meetings
3. Lead to Volunteering - Engagement Strategy
4. Shortcut - Active Desire to Volunteer

Cat #5: People in Need of RUs - Recertification Chair

1. Find the people who have RU-able Certifications and when they expire
2. Find the people to need RUs
3. Find their interests
4. Create RU-able opportunities for those people

ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

Attachment 2: Program Lead Status

- Community Matters (Ken) - (M) Presenters
- Community Matters (Ken) - (M) Moderators
- Community Matters (Ken) - (M) Representatives
- Sibling Sections (vacant) - Sibling Sections Lead
- ASQ Certifications (vacant) - ASQ Certifications Lead
- Quality Progress (vacant) - Quality Progress Lead
- ASQ Publications (vacant) - ASQ Publications Lead
- ASQ Conference (vacant) - ASQ Conference Lead | Pro Tempore for 2023 appointed, permanent needed
- Training Opportunities - Training Opportunities Lead
- Committee Reports (Ken) - (M) Committee Chairs | Muzaffar, Sara lined up, more needed
- Quality Matters (Vladimir) - (M) Moderators

Meeting adjourned at 6:45pm.

Action Items (Carryover from prior SLC Meeting)

<b>Location:</b>	Action Items will be tracked in the previous meeting minutes and marked as cleared at the next meeting if they have been taken care of.
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April 2023 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Search food options & drop-dead headcount date for May meeting; \$15-\$20	Jeff Parnes		

March 2023 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Get dates to Jeff that will work for a meeting to start coordination on Anniversary Event in Oct.	Ken Rapuano	03.17.2023	04.12.2023
2	Get Ken the action plan for the upcoming RO.	Vladimir	TBD	
3	Check availability of Govt Centers for meeting space for the May 10 <sup>th</sup> meeting.	Jeff Parnes	03.17.2023	03.15.2023
4	Develop action plan for May Member Mtg and start contacting people to assist with action items	Ken Rapuano	TBD	

February 2023 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Follow up with Muzaffar Zaffar to ensure that the email notifications are updated with the <a href="mailto:Treasurer23@section0511.org">Treasurer23@section0511.org</a> email address.	Ken Rapuano	TBD	
2	Look into details on the Section subsidizing SLC members to attend World Conference.	Ken Rapuano	03.20.2023	03.17.2023
3	Submit Member Unit Operating Agreement	Ken Rapuano	03.31.2023	

Meeting Date: March 8, 2023

ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

January 2023 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Find out / confirm who approves when the Chair is the submitter for reimbursement.	Ken Rapuano	TBD	

November 2022 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Create an action plan for the Anniversary	Jeff Parnes and Ken Rapuano	TBD	

August 2022 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Find out if ASQ reimbursement forms are still needed since Bill Highway has them built into the review/approval process.	Ken Rapuano	10.16.22	

July 2022 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Find out rules on the required standing/status of a retired member to hold a position on the board.	Ken Rapuano	8.10.22	
2	Find out rules on quorum for meetings / voting. Since we have elected officers who also fill appointed positions, can count a person twice for quorum. It wasn't a concern this time, but it could be in the future	Ken Rapuano	8.10.22	

April 2022 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Provide the presentation on the Product Catalog and reopen survey for Member Leaders who haven't seen the survey so that they have the information needed to discuss at the Vision Meeting.	Connie Broadie	4.29.2022	<b>Pending the scheduling of next Vision Meeting.</b>

January 2022 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Review Section Operations Manual that has not been updated in 10 years. Engage others as necessary.	Vladimir Ken	TBD	<b>Pending</b>

December 2021 Action Items

Item	Action	Assigned to	Date Due	Date Done
1	Follow the online setup instructions for PayAnywhere device.	Vladimir <del>Mike</del> Jeff Muzaffar	Before payment team meeting (Item 4)	<b>Pending</b> <b>Pending</b> <b>Complete</b> <b>Pending</b>
2	Set up and conduct meeting for Payment Team to familiarize with PayAnywhere device	Vladimir <del>Mike</del> Jeff Muzaffar	2.23.2022*	<b>Pending</b>

\* Assumes first in-person meeting for 2022 will be in March.

Meeting Date: March 8, 2023

ASQ Section 0511 Leadership Committee Meeting Minutes – April 12, 2023

Older Action Items

Item	Action	Assigned to	Date Due	Date Done
2	Send FTP site location to Vladimir for uploading meeting recordings	Jeff	7.31.21	<b>Pending</b>
3	Set up meeting with Vladimir, Jeff, and Cyndi for DB management/maintenance.	Vladimir, Jeff, Cyndi	TBD	<b>Pending</b>
4*	Formulate and bring RU questions to Michael Kirchner.	Vladimir	10.6.21	<b>Initiated; resolution pending</b>

\* Action item from Products and Services Catalog review

**Member Meeting**

<b>Location</b>	WebEx				
<b>Date</b>	March 8, 2023	<b>Time</b>	7:00pm – 8:30pm	<b>Duration</b>	1.5 Hours
<b>Member Meeting</b>					<b>Moderator:</b>
<b>Quality Matters Round Table: Agile and Quality</b>					Charlotte Wild
<b>Section Business Discussed:</b>	– Section Business: <ul style="list-style-type: none"> <li>○ Ranger Outing: February 2023</li> <li>○ Results for the Udvar-Hazy Center Poll</li> <li>○ April 2023 – Ranger Outing – Morven Park Mansion Tour</li> </ul>				

**Next Member Meeting:**

<b>Location</b>	17195 Southern Planter Lane, Leesburg, VA 20176				
<b>Date</b>	April 15, 2023	<b>Time</b>	11:00am–12:00pm	<b>Duration</b>	1 Hour Guided Tour
<b>Member Meeting</b>					<b>Speaker:</b>
Morven Park Mansion Tour and Networking Lunch					1) Dedicated Docent

Meeting Date: March 8, 2023