
ASQ Section 0511 Meeting Quality Matters Round Tables

Vladimir Nesterovich, Chair

Ken Rapuano, Secretary

Connie Broadie, Chair for Voice of the Customer

June 9, 2021





Section Business

Quality Matters: Round Table

- At the 5/12/21 Section Meeting:
 - We set out to conduct a series of Round Table Discussions on Quality Matters.
- This is where we are on this!

Poll Results

- Connie Broadie:
 - Section Chair for Voice of the Customer
 - Stepped in to lead polls on Quality Matters:
 - Topic selection
 - Identification of additional topics
 - Moderator identification
 - Report Author identification
 - Improvement of Questions for individual topics
 - Gauging the interest in upcoming discussions
 - Evaluating the results of the discussion held
- Connie will brief you on the current and future polls



Poll Results

- Ken Rapuano:
 - Section Elected Secretary
 - Stepped in to co-write with Vladimir the June 2021 Discussion Digest on ASQ Certifications
 - Stepped in to lead future Reports
 - Provided there are additional volunteers as Authors.
- Ken will brief you on our plans for such Discussion Digests.

Today's Round Table Discussion

- Vladimir Nesterovich:
 - Section Elected Chair
 - Will moderate today's Round Table:
 - Quality Matters: Questions on ASQ Certifications
- Rules of the discussion posted on the Section website announce page:
 - 6-7 minutes per question
 - Share floor with others
 - Express your experience and opinions
 - No criticizing of other discussion participants





Current and Future Polls

Poll Results

- 43 people completed the poll questionnaire
 - Received preferences for upcoming topics
 - 831 combined votes
 - Volunteers to moderate such discussions
 - 239 offers from volunteers to moderate
 - Approx. 3 offers to moderate for every 10 topic votes
 - Contributions of additional topics to the initial list of 26 topics.
 - Additional topics up for vote in 5-6 months
 - Gauged interest in today's topic:
 - “ASQ Certifications”



Next Quality Matters Discussion Topic

- The topic to be discussed AFTER today is:
 - #23: “Process Improvement Initiatives”
 - Its sample questions were:
 - Do organizations need process improvement initiatives?
 - Who should lead them and how?
 - Who should participate in them?
 - What if people in the organization do not have time to participate in process improvement?
- This topic is at the top of the voting list:
 - 37 out of 43 people voted for this topic
 - Level of interest is 43% above Medium
 - 11 people expressed desire to moderate it
- Moderator: TBD

Winning Topics Set for Near Term

- The following topics are the winning topics to be chosen from in the Near Term:
 - ASQ Sections
 - Effectiveness
 - Lessons Learned
 - Methodologies
 - Model-based Process Improvement
 - Plans and Process Descriptions
 - Quality Audits
 - Quality Professional
- We will run another poll to determine their Moderators
 - The Moderator Contact Information will be required

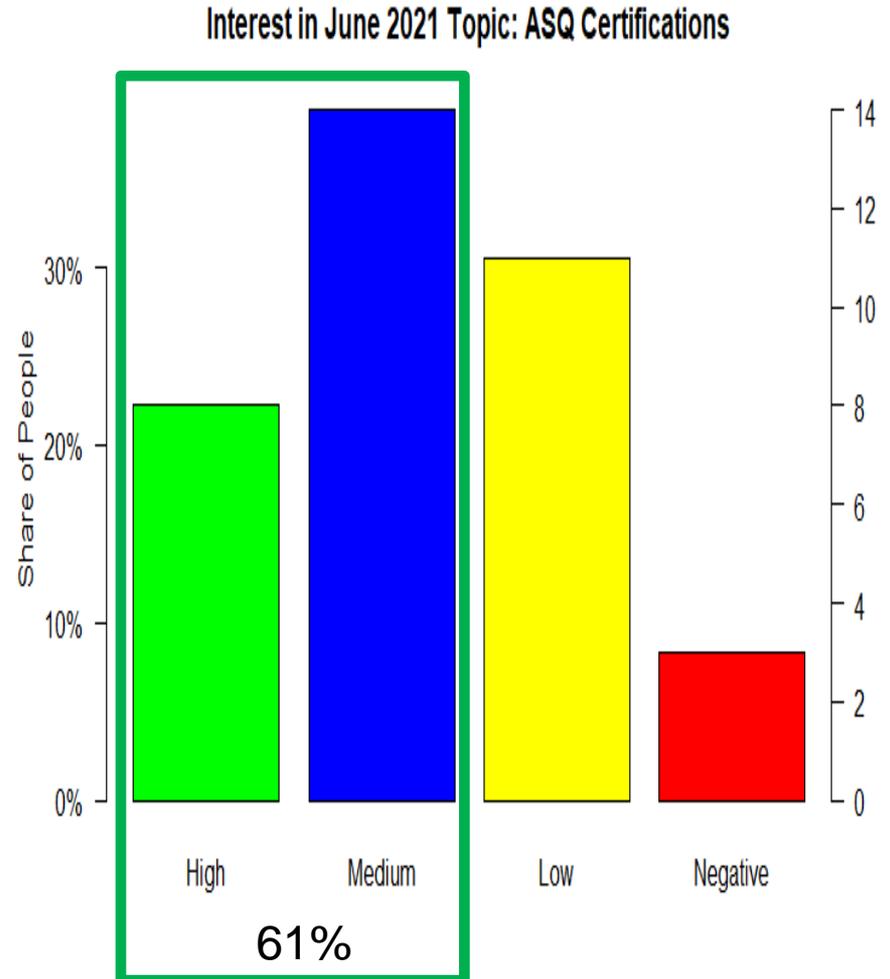


Interest in Moderating Future Topics

- At the May 2021 Presentation, Vladimir offered to be the Default Moderator for all 26 topics
 - Unless someone else steps in to moderate.
- Of the 43 people who responded to the poll,
 - 16 people volunteered to moderate future Quality Matters Round Table discussions
 - That's 37% of respondents – a huge response!
 - Unfortunately, only 4 of those 16 people left their contact information.
 - Thus, we do not know who those volunteers are.
- We will run another poll to determine further moderators.

Interest in Today's Topic

- 61% of people who rated their interest would like to participate in discussion today
 - 22% High: Regardless of others
 - 39% Medium: After hearing others
- 31% are interested to listen but do not want to speak
 - They are welcome!
- 8% not interested in the topic “ASQ Certifications”
 - And likely have not come...



Refinements to Today's Topic's Questions

- Our poll also requested to optionally provide:
 - any refinements to the questions of the topic for today's Round Table on "ASQ Certifications":
- Out of 43 respondents, there were no refinements suggested.
- Therefore, the 10 questions to be discussed today are the same as what was posted on the website.



Discussion Digests

Goal: Quality Matter Opinion Report

- Goal noted at the 5/12/21 Section Meeting:
 - To create a digest of the Section membership discussion of each Quality Matters session.
- This will allow the Section to accomplish the following:
 - Document the experience, opinions, thoughts, and concerns on each Quality Matter topic expressed by the Round Table discussion participants.
 - Preserve a record of each discussion session for reference.
 - Provide the discussion results to members who were unable to attend.
 - Reward Section members with ASQ RUs.



Digest Characteristics

- **Title** – “ASQ Section 0511 Quality Matter Opinion on <topic>”
- **Privacy** – all member identification, including clients and employers, will be replaced with generic terms (e.g., “a member” “a public entity”).
 - Exceptions: The Moderator and the Author of the Digest will be identified.
- **Slides** – Any slides prepared by the Moderator will be included.
- **Discussion** – A summary of the Moderator’s remarks and the ensuing discussion.
- **Qualitative Metrics** – Terms such as “many”, “most”, “some”, “a few” will suffice unless a quantitative poll is taken during the session.

Who Will Do It?

- At the May 2021, Vladimir promised to prepare the June 2021 “ASQ Certifications” Report
 - After that, Ken stepped in to lead the preparation of such Reports
- Ken and Vladimir will prepare the June 2021 report
 - The subsequent reports will depend on availability of volunteers to assist.
 - The June 2021 Report will serve as a template for future digests, subject to improvements and “lessons learned”.

If you are the Author...

- Volunteers are welcome to provide digests of future Quality Matters discussions.
 - The Secretary will assist digest authors.
 - Digest authors will be provided with a recording of the applicable session to allow for accurate representation of the discussion.
 - Digest authors will provide a draft to the SLC and the Moderator.
 - The Secretary will ensure anonymity is maintained in the final product before approving the final digest for posting.
 - Digest authors are eligible to receive RU.
- We will run a poll to assist with the future digests.
 - You may also email Ken Rapuano directly: krapuano@hgl.com





Quality Matters:
Questions on ASQ Certifications
Round Table Discussion



ASQ Certifications

- Moderator will go by the 10 questions, one by one.
 - We will have 6-7 minutes per question.
 - Share the floor:
 - It is unlikely you will have more than 2 minutes to speak.
 - Share your experience and opinions.
 - Focus on the discussion question.
 - Type Question # and your name to the Chat window.
 - Moderator will call you.
 - Be on mute unless you speak.

