

**State of the Section**

ASQ National recently completed their annual Loyalty and Satisfaction Survey. The good news is that our section scored above average on both surveys. Our section scored an 8.041 out of 10 for overall satisfaction (66 out of 360 sections surveyed). The ASQ section average was 7.10. The only area that fell below the national average was in the topic: "My section offers useful courses and training for professional development in my field." We have been working for some time to find instructors to teach certification courses and venues where we can teach the courses. Please see the Education Corner in this newsletter for the instructor requirements and courses we would like to sponsor. We cannot teach these courses without section member support. So please help us out by volunteering your time (there is a modest stipend for teaching courses).

In the Loyalty survey, Section 0511 had an overall loyalty rating of 9.067 out of 10 (33 out of 360 sections surveyed). We were well above average for every question asked on the loyalty survey. We thank each of the members who took the time to respond to the survey.

More good news – For the month of August, our Northern Virginia Section gained 37 new members. Out of all of the sections in ASQ, Section 0511 finished 11<sup>th</sup> in attracting new members. It appears that quality in Northern Virginia is once again starting to appeal to the general public. Unfortunately, during that same time period total enrollment in our section dropped 26 persons. This could be due to such things as members moving to another area, failure to renew ASQ membership, retirement, etc. We would like to know why people are leaving our section. If you intend to leave our section, we would greatly appreciate an e-mail to our Membership chair ([membership12@asq0511.org](mailto:membership12@asq0511.org)), briefly stating the reason that you no longer intend to be a member of Section 0511. This will help us do a better job in planning membership activities and in meeting member expectations for services that our section provides.

We have some very interesting speakers lined up for this fall. Please check our web site to see our speaker and topic for the upcoming meeting. Our last meeting had 39 members present. This continues a trend of increasing attendance at our monthly meetings. The room we meet in can hold at least twice that many. The food is good, the price relatively cheap, and the opportunity to network with your peers in quality is priceless. Hope to see you there!

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