

2009-2010 Business Plan (QMP) Kansas City Section 1301

Ref.	Activity Title	Activity Description	Activity Date(s)	Coordinator/Contact	Measure/Goal	Status/Results	% of Goal Achieved	Comments
A1	Educational opportunities	Provide seminars to meet member needs	Yearly	Deb Denavs	Offer Lean Six Sigma Course through local community college	At JCCC the following was offered: From May-Aug: Black Belt 4 Offered ---- 1 Taught Black Belt for Health Care 1 Offered ----0 Taught Champion 2 Offered ----2 Taught Lean Six Sigma Green Belt 2 Offered ----1 Taught Green Belt for Health Care 2 Offered ---- 0 Taught From Aug-Dec: Black Belt 4 Offered ---- 2 Taught Black Belt for Health Care 1 Offered ----0 Taught Champion 2 Offered ----1 Taught Lean Six Sigma Green Belt 2 Offered ----2 Taught Green Belt for Health Care 2 Offered ---- 2 Taught From Jan-May: Black Belt 4 Offered ---- ? Taught Black Belt for Health Care 1 Offered ----? Taught Champion 2 Offered ----? Taught Lean Six Sigma Green Belt 2 Offered ----1 Taught Green Belt for Health Care 2 Offered ---- ? Taught Additionally, Doug Wood will be offering Webinars starting Spring 2010		Nov 09 Board is considering vote for webinar training sessions by Dcwoodconsulting.
A2	Meetings and	Hold monthly workshops on	3 rd Saturday of	Program Chair	7 workshops	1/11/10 4 workshops (3 held,		After October –

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	Programs	topics of interest to the section	month Sept. - June	TBD??? Heather McCain serving in role till someone is identified.	5% (30) members participating (defined as 1X/member verses multiple occurrences of same member) 10 non-members in attendance, annually	1 planned), 2 dinner meetings planned, and 1 tour planned.		Service Quality Body of Knowledge
A2	Workshop Speaker Series	Develop program with a nationally renowned speaker	Yearly	Program Chair TBD??? Heather McCain serving in role till someone is identified.	1 event	1/11/10 This may be able to occur for April 2010. More details to follow.		
C3d	Succession planning/training	Maintain a succession plan for the executive committee and create a training plan for chairs	Novemeber-December 2009	Lois Cowden	Completed succession plan for the executive committee.	09/10/2009 Lois - So far my succession plan has been mainly focused on finding people willing to step up to the plate this year for the Program Manager and committee chairs. 1/15/2010 Lois has not had a chance to work on this yet.		
C	Audit financial status	Audit the financial status of the section yearly and submit result to ASQ	Yearly	Diana Fiddick	The final yearly financial documents must be audited and submitted to ASQ by Aug 15, 2009 in accordance with ASQ submittal requirements!	Audit was completed on July 18, 2009	100%	

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C	Budget	Prepare a budget for each expense category and monitor spending	Monthly	Russ McGuire	Provide financial status at each board meeting. Submit to ASQ three quarterly reports and one year-end report. Generate an annual budget and have approved by the April board meeting. Establish a process to easily transfer authority over Section assets and investments. Establish investment objectives, asses existing investments against objectives, and take actions to meet investing objectives.	Budget was presented to and approved by the board at the August 6, 2009 Board Meeting.	100%	
	Student Budget	Assist and Monitor Student Division Budget and spending	Quarterly	Gary Glunt	Quarterly updates	1/15/2010 Damien to check with student chapter to get status.		GG to work with student chapter
A2	Newsletter	Publish monthly newsletter to announce meetings and general section information (Aug - June)	Monthly (August – June)	Cathy Kanninen	1)Referrals to the website address, every issue 2) Average errors per issue to be less than one error 3) Delivery to Chillicothe, MO no later than 3rd business day of month on average	1/14/2010 Cathy will have updates to the SMP in Feb. 2010 .		
	Database	Produce label information for newsletter, submit monthly update for mentor contact	August -June	Philip Grieshauber	90% to printer by 25 th of month Publish new member list in each newsletter			
A2	Website	Create a checklist and maintain Section's website with its information and links to ASQ Headquarters and quality interests.	Submit site update requests as needed	Mamta Basnet	Minimum of monthly updates Sept. to June	1/15/2010 Updates for website for Dec. and Jan. are in progress and Dale has been contacted.		Explorer podcast options
A2	Publicity	Distribute information on section using multiple venues	Monthly	Doug Wood	Provide information to promote ASQ 1301 activities – a minimum of five venues per year			
A4	Placement	Publish information on	Monthly	John Iverson	Goal 15 jobs posted per	jobs posted / jobs from		

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		employment opportunities on website and in newsletter.			month.	recruiter July-09 53 /1 August-09 52/ 0 September-09 37/ 1 October-09 41/ 1 November -09 50/0 December - 09 45/0		
	Executive Committee Meeting Minutes	Provide minutes of monthly executive committee meetings to Section Chairs	Monthly	John Vann	90% of minutes delivered by the next meeting	1/14/2010 Damien will contact John Vann		
C	SMP	Publish SMP and monitor throughout year and submit final results.	Monthly	Theresa Wasche	Update at each meeting and submit 2009-2010 plan to ASQ by October 1st	1/8/2010 Email sent out for updates prior to January 2010 board meeting.		
A1	Certification Exams	Hold certification exams	Per ASQ	Dana Yarnell	Minimum of 3 exams per year if scheduled	Oct. 17, 2009 ASQ Exams were held at Kansas City Kansas Comm. College. Breakdown of attendees included: CQT - 3 Examinees and 1 no show. SSBB - 6 Examinees and 1 no show. CMQOE - 1 Examinee and 1 no show.		
A1	Recertification	Review recertification applications and forward approved application to ASQ	On-going	Bobbie Fiedler-Prinslow	100% of each recertification completed on time or in less than 14 days, whichever is later	1/8/2010 100% of all recertification packets were reviewed and forwarded to ASQ within ASQ recertification timeframes (+/- 6 months from the expiration date). The actual number of days to complete depends on when the application for recertification was received and completeness of the application.		

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A1	Meeting reservations and reception	Obtain accurate reservation headcount for meetings and notifying program chair and/or arrangements chair of number anticipated	Monthly	Heather McCain	Prepare reservation list for workshops/events/meetings Track member participation	Reservations are recorded for every meeting/workshop and tracked in a database 1/11/2010		
A2	Arrangements /locations of meeting	Secure meeting places throughout the year for general meetings/programs/executive board meetings	8-Aug	Gilbert Snedden	Quiet environment/temperature controlled/food available and speakers needs met/cost within budget			
A4	Membership involvement	Encourage new member involvement in meeting and on committees	Monthly	Tom Fessenden	Send new member welcome packets and/or email within 7 days of receiving download.	11/13/2009 ASQ released its membership numbers. As an average ASQ lost 5% membership. ASQ1301 lost 6%. 5 new welcome packets were sent in October. 6 new welcome packets in January. Tom is seeing where email is tending to be the more effective means of communication with new members.		Exploring options of new things for the welcome packet
	Community Outreach	Increase section involvement in the community and seek opportunities to provide education	7-Dec	Theresa Wasche	Hold a December 2009 social even with a local non-profit or educational institution.	1/14/2010 board approved 4 yes to 3 no to make a \$1000 charitable contribution to Cerner's First Hand Disaster Relief Fund on behalf of the people of Haiti.		1/15/2010 Email has been sent to First Hand Director on behalf of ASQ1301.

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B3	Collaboration with others	Participate with colleges and partner with other organizations	On-going	Doug Wood	Build or maintain working relationships with Joint Engineering Council, Kansas City Chapter Institute of Industrial Engineers, Johnson County Community College and 2 other organizations.	Participated in a Sept. 15 student chapter event at UCM. Feedback from participants was positive.-~ 4.71 on a 5 point scale.		
C	Recognition/Rewards	Formally and informally recognize others for their dedication and work	Yearly	Lois Cowden, Heather McCain	100% All Board members and Committee Volunteers recognized	1/15/2010 Lois update. This will occur in April or May of the year.		
C	Executive Committee Attendance	Review progress on SMP, barriers, challenges, financial status and progress	2 nd Thursday for seven months	Damien Boley, Theresa Wasche	7 meetings within a quorum(2009 quorum updates indicate 2 elected officers and additional 25% of members of the Leadership Committee are a quorum for a meeting.)	11/12/2009 As of November board meetings are now being held via conference call.		
D1	State Quality Awards	Encourage participation in State Quality Awards (KS)	Yearly	Russ Russo	Increase involvement with Kansas and Missouri Quality Awards	1/11/2010 I have reached out several times to MO and have had no luck even getting in their door. Not sure what the problem is but probably could use some kind of help ... so if someone knows someone there, perhaps an intro. When I have called I get a chilly reception, and my emails have not been answered.As for KS I meet every other month or so with Rob Lieberman who is on the KS board and am tracking their attempts to resuscitate the award. Next scheduled coffee and catch up conversation is Jan 25th		

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	Total # Posted	# Posted from direct requests
8-Jul	20	1
8-Aug	27	1
8-Sep	38	2
8-Oct	20	2
8-Nov	28	3
8-Dec	34	5
9-Jan	35	3
9-Feb	43	3
9-Mar	54	3
9-Apr	32	1

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