

ASQ Section 0511 Vision Meeting

April 25, 2021

Via WebEx

Attendees (screenshot at end):

Vladimir Nesterovich – Chair

Ken Rapuano – Secretary

Kyu Jang – Treasurer

Bill Eastham – Membership

Cyndi Reichart – Database

Connie Broadie – VOA

Leslie Braun – Finance

Mike Coleman – Vice-Chair

Barbara McCullough – Nominations (needed to leave at 10:30)

Eric Jensen – Certification

Muzaffar Zaffar -Education

Jeff Parnes – Webmaster

Start: 0920

End: 1250

Agenda spoken to by the chair is in plain text; **additional discussion is in bold.**

Action Items are highlighted.

1. Items Contributed to Agenda
 - a. See spreadsheet
VN - Received 3 responses to request for agenda items.
2. Previous Vision Meetings
 - a. January 2020, August 2020
3. Frequency and Participation in Vision and Strategy Meetings
 - a. Two (2) times a year, 3+ hours
 - b. Perhaps:
 - i. More frequently for less time
 - ii. Not everyone
 - iii. Dedicated to specific issues
 - c. Quorum of the meeting (**KFR – ie, vision meeting**) **VN – need to be mindful of quorum for focused meetings.**
VN – Connie sent the HQ requirements for the meeting quorum.
CR – What is the quorum?
VN – Addressed later in agenda.
4. Constraint – things change:
 - a. Fewer people
 - b. limited time budget
VN – requirements of section business
 - c. “T. Scott Ankrum, the Section 509 SW SIG Chair, reports that the turnover of committee volunteers over the years has been so high that recruiting, training and managing volunteers has been almost as much work for him as when he did everything himself.”
5. Onboarding experience
 - a. Becoming a Chair w/o Becoming Chair Elect **VN – not the usual process**
 - i. Similar to many other positions **VN – however, most other positions don’t have that “-elect” position.**
 - ii. Crisis events may dispossess us of luxury of having a functional XXX-Elect

- iii. Procedure for knowledge transfer > XXX-Elect
 - b. Onboarding / Offboarding checklists VN – **is there an onboarding checklist? Should there be one for each position for the steps to**
 - i. Vladimir’s onboarding
 1. What things should be done to consider me onboarded
 2. Finding those things
 3. Finding how to do them
 - ii. Sara McAlpine’s offboarding: “4/19/21: Please kindly remove me from the Section 0511 Leadership team.” **KFR – Action item to remove Sarah from Finance committee on the ASQ site.**
 1. Currently assigned position
 2. List of officers
 3. Meeting minutes
 4. Email assignment, e.g., position21@asq0511.org
 5. Resignation date?
 6. Knowledge transfer
 7. RU records

VN - Without an offboarding process, don’t know what steps to take to remove someone.

MC – RE “-elect” positions. When we go back to in-person meeting, T-elect was the backup for collecting payments if T couldn’t make it. Ditto with C-elect, would run meeting if C couldn’t make it. Also an additional person to count towards quorum.

VN – need to maintain knowledge transfer.

KFR – example of DB knowledge xfer; process has been delayed and ongoing for over a year.
 - c. Procedures
 - i. WebEx – Jeff: “I need to work with her [KFR – Barbara] again to learn the proper magic.” VN – **need a procedure for scheduling a meeting. Should not be magic. Limited permissions.**
 1. Link, account, password, access list, buttons to press
 - ii. Participating in the ASQ call
 1. Being able to log in (4/14/21 Ken: on their list), receiving the invite
BE – Are you on myASQ? Linked to positions.
VN – Created an account; now getting email “spam” from them confirms worked.
 - iii. SharePoint (SP) – two (2) of them! VN - **Also, SP link doesn’t work.**
 - iv. asq0511.org maintenance (Jeff has procedures [KFR – for website])
BM – Basically, for a quality organization, we need better procedures.
6. Procedures and Assets
- a. Access to documents
 - i. (August 2020 Vision) Cyndi: Need an assets manager as an officer. | Vladimir: Isn’t that what Historian would do? VN – **Do we have a historian position? BE – Historian is more of an archivist. There is a history file. Who is the historian? BM – Rick? BE – Prior. Historian also supposed to provide annual report to HQ.**
 - ii. Section’s policies, rules, bylaws, regulations, or any such
Information provided appears to be HQ.
BE – We use HQ as our template because no MOU in place since the one Jeff did.
BM – Sent an MOU while she was chair; HQ never closed loop.

BE – Does the MOU have our procedures.

BM – Part of the last member leader meeting was for new leaders.

BE – Sent a link to those documents. We seem to try to operate

VN – Yes, but we need our procedures how to maintain our Section-specific duties.

KFR – More of a day-to-day Section operations procedures for running the Section rather than performing HQ-required duties.

EJ – Posted member leader community link:

<https://my.asq.org/communities/reviews/item/31/22/1248>

ASQ needs to get correct information to people for being able to log in to the resources they need.

BE – Section maintenance procedure includes a template on how to build a template for the section.

Action item: BM will develop a Section Meeting Webex procedure.

EJ – When people are added as officer, HQ/component relations should be the ones to reach out to that person, rather than requiring the new officer to chase down.

KFR – ASQ Component Relations has been responsive when contacted.

- b. Procedure and Asset Strategy
 - i. Procedure Template – **See BE comment above.**
 - ii. Asset Manager (?)
- 7. Section Leadership Staffing
 - a. Who is who
 - i. Board Meeting Minutes, emails
 - ii. Communication with Diana (Programs Chair)
 - VN – Diana is not Programs Chair but is listed on site.**
 - b. Section's Elected Positions, Appointed Positions, Volunteers
 - i. Required by ASQ **VN – SLC consists at least of the required 6 positions.**
 - ii. Must-have for Survival (Arrangements Chair, Programs Chair, Attendance Transcripts) **VN – needed in addition to required positions for Section survival. E.g., VN has seen examples of meetings not showing up in his transcript that he has documentation that he attended.**
 - iii. Section's Strategic Directions **VN – Useful, but not critical for survival.**
 - 1. Placement
 - 2. Scholarship Program
 - iv. People's self-expression, e.g., "Section Greeter" / "Section Welcomes Officer"
 - 1. Sara McAlpine's offboarding: "A note, earlier this year a young colleague of mine joined ASQ and our Section. Her name is Natasha Hansen. She is excited to join and hopes to work toward an ASQ cert, likely the CQA. She asked me "Will someone from the Section call me?", that is, to welcome her. Is that something we could do? If so, I'd be happy to help with that. Would just need a list of our new Section members and their phone numbers, or emails I suppose, if no phone number."
 - VN – How can we reach out to new members?**
 - BE – New members are included in the membership report and send an email to new members welcome them to Section with contact links and resources. But half bounce back either as deleted not read or are not delivered.**
 - KFR – Noted the composition of the SLC requires 6 positions, but it looks like the SLC can be larger as designated by Section.**
 - BE – ASQ differentiates between standing committees and ad hoc committees. Intent was to keep committee structure from becoming**

too large. Also, other sections send an email to each meeting attendee confirming they attended. Agreed we needed to define SLC in accordance with ASQ requirements. Intended to maintain a good set of good volunteers. HQ document explains difference between standing committees vs. ad hoc.

VN – Need to establish a clear picture of our section organizational structure, both re ASQ requirements and our own Section operations.

- c. Staff-related Matters
 - i. Volunteering vs. Serving on the Section Board
 - ii. Section Board (SLC) vs. the 6-People Committee
 - iii. Leadership Committee vs. Standing Committees vs. Ad-hoc Committees
 - iv. People may be apprehensive of going through knowledge transfer **VN – issue with setting the level of effort too high may discourage people.**
 - v. Attending the board meeting vs. receiving RUs **VN – Example, some positions do much for the Section independent of attending meetings.**
 - vi. Offering specific things to do
- d. ASQ Requirements to Staffing
 - i. Three (3) elected positions
 - ii. Three (3) appointed positions
- e. Quorum
 - i. Quorum requirements
 - 1. “As a minimum, two Section elected officers and an additional 25% of the members of the SLC will constitute a quorum of the Leadership Committee for the transaction of business. If a quorum is not present, the meeting may be held for informational purposes only. No action requiring the approval of the SLC may be taken.”
 - ii. Specifics
 - 1. What is leadership committee. **VN – Need to be clear as to which positions are SLC and which are not.**
 - 2. Chair and Chair Elect not required.
 - 3. What is quorum for. **VN – What are actions requiring approval of the SLC? Two specific items required in the HQ documents, but not spelled out.**
Action Item – KFR reorganize attendance header of the meeting minutes to identify elected positions, ASQ-required positions, and other committee chairs.
 - iii. People’s time
 - iv. Quorum Strategy
- f. Volunteering (do people want to volunteer?)
 - i. What is needed vs. who wants to volunteer – clarity
 - ii. Calls for volunteers – Olive Garden
 - iii. Possible approach
 - 1. Reduce the number of things to be done
 - 2. Increase the appeal of things to be done
- g. Staffing Strategy
 - i. Nominating Chair
- h. Volunteer Strategy
 - i. Specific things that need to be done:
 - 1. Sara McAlpine
 - ii. Rewards for volunteers (if not appointed? No RUs?) **VN – Potential to be unfair if volunteers for some positions don’t get RUs if not on Board.**
BE - So long as serve on recognized committee gets RUs but may be different amounts.

MC – His understanding is that only chairs get credit, not committee meetings. Believes this is a recent change.

VN – Other rewards, such as a certificate of appreciation.

CR – DBA doesn't get RUs, per last renewal.

VN – This is bad.

EJ – Member who performs ad hoc responsibilities eligible for up to 0.6/year.

BE – Now 0.3/activity, 0.9/year, 2.7/3 year. A lot is in flux in the last 3-4 years; can't rely on past experience due to organizational changes. Not only do we need volunteers, also need to stop the erosion of membership.

iii. Nominating Chair

8. Section's Raison d'Etire

VN – Bottom line, when we call for volunteers, needs to be something that supports our Section catalogue (as stated in 8.c.ii below).

a. Section's Objectives – Vision

i. Survival

1. Software SIG, Lean Six Sigma SIG, other regional

ii. Compliance

1. Franchise (McDonald's) vs. More freedom vs. Less freedom

iii. Section Meetings

iv. Outside Section Meetings

b. Section's Service Catalog: List of Products and Services

i. RUs

1. For attending

2. For serving

ii. Transcripts of attendance, etc.

iii. Attending a section meeting

1. Listening to Speaker Presentation (plus Q&A)

2. Participating in a Round Table Discussion

iv. Leading a section meeting

1. Speaking Opportunity

2. Leading a Round Table Discussion

v. Serving on the Section's Board

vi. Volunteering

c. VOC vs. Section's Service Catalog (SC)

i. Section 0511 is not a company with a large budget: SC > VOC

1. VOC dominant: Find VOC and do that

2. SC dominant: Find what VOC does not want and do not do that

ii. Crystal Clarity: This is what we offer vs. Appeals for volunteers

9. Detailed Documents

- a. Log of Motions, Bill: "Maintaining a list of approved motions that affect the operation of the Section consistent with HQs guidance. Currently we don't have a list of approved motions with their effect."

Break. The following summarizes an off-line discussion during the break:

KFR – Action item: Add a specific motions section to minutes. Abstract and put on SP. BE – Will send a suggested format. EJ – in the files section, everyone should be able to see. BE – Running into access issues for documents he posts. myASQ may be the place to put those. Discussion of MOU – BM's is the latest. EJ – posted SharePoint guidance: <https://my.asq.org/communities/files/31/4624>; myASQ tips and tricks: <https://my.asq.org/communities/files/31/4624>.

BE – General comment: Our service is also to our community. Can add to our public website. Could also add a forum for posting discussion/links to information on website.

- b. Board Actions, Bill: “A method for recording and codifying the various Board actions;”
- c. Log of Risks, Issues (Problems), Opportunities
- d. Log of Projects (Agile: Product Backlog, Work Item Backlog)
 - i. Information about the project (Agile: Epic)
 - 1. What does the project pursue?
 - 2. Why have we decided to do it?
 - 3. Project Lead
 - 4. List of actions and dependencies that comprise the project (Agile: Stories, Tasks)
 - ii. Examples
 - 1. Developing the Streaming Capability (Irish Restaurant in Alexandria)
 - 2. Transitioning to myASQ (\$5000 to overlay) **MC – should be shown in this year’s budget.**

10. High-Level Documents – spreadsheet

- a. MOU (per Bill et al.)
- b. ASQ - GCC Strategy
 - i. High-level
- c. Business Plan
 - i. High-level **VN – Sometimes don’t include specific actions or metrics.**
 - ii. Line items – aggregate of several things **VN – action plans for items run together that should each be a separate project. MC – in some ways, they are intentionally high level, so we aren’t held to anything we are overly specific on. VN – but to implement, we need some lower-level direction on our end.**
 - iii. Need actionable projects and their priorities at lower level **VN – look at project list but may need to trim due to lack of time and budget.**
- d. Budget
 - i. Negative **MC – problem is that only chair and treasurer have access to BH. KJ – We have surplus, so overall budget is not negative. VN – but this year’s budget shows a negative. MC – intended and voted on.**
 - ii. ASQ requirements (confiscate reserve?) **BE – ASQ will not confiscate surplus funds from the Sections. This expenditure is higher due to swag items plus several thousand for scholarships. Part of spending down surplus was to use funds to support larger community rather than to maintain a reserve for its own sake. VN – overall concern was for sustainability. MC – money from HQ last year was much lower than in previous years. KJ – Still have not received our income this year but expected to be lower due to COVID. Possibly 1/3 of what we got last year.**
 - iii. Speaker Rewards (Ken: Certificate, Minutes: \$50 Card) **MC – Don’t usually provide speaker rewards, so that was another added budget item. VN – agree with reasonable speaker rewards.**
 - iv. Member Rewards / Giveaways **VN – May want to rethink the giveaway strategy, trinkets may not be the best way.**
 - v. Scholarships **MC – HQ approved scholarship budget, but then lost paperwork. VN – are scholarships the way to maintain survivability? MZ – For last three years, not able to give away scholarships. No applicants even when advertising in schools. BE – current scholarship basis not approved by ASQ. \$2k from reserves; if not assigned this year, can be reassigned next year. Specifically designed for quality design field.**

- vi. Equipment, web site, etc. VN – more important for Section survivability. KJ – per HQ, only 50% of allotment available. 25% will be distributed at the end of Q2, remainder at end of Q3.

11. Membership

- a. Membership reports
 - i. What has to be done
11:43 am in Chat page: Cyndi, here. I need to leave the meeting. However, I will take the next two weeks to evaluate and submit a report of current status of the Database and Attendance Recording Issues. Ken, please make a note. Estimated Task Date: 9 May 2021.
- b. Membership breakdown
 - i. ASQ Membership
 - ii. Section Membership VN – **What do we do with these metrics? BE – Characterization if who is in NV Section; ~60% have certifications. Wants to work with VOC to see about serving larger NoVa community and plan to bring in more people to maintain membership. Normally only about 15-30 monthly meeting attending, 50-100 for special events.**
 - iii. Section 0511 Meeting Attendance
- c. Section 0511 Priorities
 - i. World peace and world hunger vs. local
- d. Attendance Potential
 - i. Certification holders (with RU needs) VN – **why are they not in our meetings? How maintaining RUs without attending meetings? Reaching out to them seems to be the priority.**
 - ii. Section Members VN - **~35% are paying ASQ members without certification. Why would they attend if they don't need RUs? Tougher market. BE – Many in quality field don't have certifications through ASQ. One of the reasons for the drop in overall ASQ membership. VN – but realistically, will they come to meetings? JP – send meeting notices to ~100% who are on the opt-in list but are not ASQ related. But he does get requests to be added to supplemental email list.**
 - iii. General public VN – **very difficult market. Will not be volunteer.**
- e. Attendance Strategy
 - i. How can we attract people to the ASQ section meeting?
 - ii. Why not all in ASQ section meetings while we are WebEx online? **BE – surveyed both on local and national level. The actual speaker and content are what draws people.**
 - iii. Clarity on what ASQ meetings offer (Service Catalog)
 - iv. RU increase: disservice [VN - to sections]
 - v. Combination of in-person + streaming (Fiona's Irish Pub – ASQ Rep) VN - **how can we livestream our meetings when we are in-person to prevent drop off when we go back to live?**

12. Section Meetings

- a. ASQ Section Meetings – Main Event (in order of frequency):
 - i. Featured Speaker, Outside ASQ Section, One of the Regular attendees
 - ii. Section Business, Appeals to volunteer
 - iii. Discussions (Round Table), Given topic, Rarely
 - iv. Social Meetings, November every year
 - v. Outings (brewery, winery), Have not taken place in a long time
- b. Sidelines: Networking
 - i. Once a year: Social
 - ii. If have questions, then find from specific people on the side

- iii. During the dinner preceding the presentation
 - iv. Difficult for introverts (especially the first 2)
 - c. Main balance in Main Event
 - i. Finding Speakers (past minutes; “For Lack of a Speaker...”)
 - ii. Leading Round Table Discussions
 - d. Quality Matter Round Tables
 - i. See slides 9+
 - VN – no slides, but summarized: How can we make the Section better as far as knowledge transfer from the experiences from the membership to other members. Need a forum in some way to do that, rather than trying to buttonhole people after the speaker or waiting for an annual social.**
 - e. Strategies
 - i. Programs Strategy
 - 1. Balance between Main Event types (speaker, round table, etc.)
 - 2. Restaurant (arrangements) vs. online
 - 3. Streaming availability (from outings? from socials? RUs awarded?)
 - ii. Speaker Search Strategy
 - 1. List of Previous Speakers
 - 2. Many ideas in meeting notes
 - 3. How many speakers needed for the balance of Speaker vs. Round Tables
 - 4. Success: Setting up clear Speaker Search Strategy, taking action by it
 - f. Programs Chair
 - i. Vacant, priority (?), focus **VN – short term solution through June.**
 - g. Programs Chair Committee: “Please note that "Programs" is a committee, not a person; if there are multiple members with an interest in serving as a committee member under a committee chair, this role can be well-served by a group, especially one composed of diverse fields and professional circles to draw on the largest possible pool of speaker candidates.”
- 13. Approach to Action – Compliance with ASQ Requirements **VN – general, what are our absolute requirements for maintaining standing? Where are we not meeting those? Where can we find out?**
 - a. Compliance Officer (?)
 - b. Compliance Strategy
 - i. ASQ Requirement
 - ii. One time vs. Ongoing
 - iii. Source
 - iv. Due Date (for one time and for periodic)
 - v. Section 0511 Current State
 - vi. How to close the gap

Due to time, the meeting was adjourned. Discussion of the following item was deferred to a future meeting:

- 14. Approach to Action – Committee, etc., Strategies
 - a. Things change
 - i. Fewer people, limited time budget
 - ii. Sometimes less to do
 - iii. Sometimes can't afford doing (see “Section’s Strategic Directions”)
 - b. Talk through an example
 - i. What do we want to achieve?
 - ii. How will we do it?
 - c. Strategies
 - i. Committee Strategies

1. What needs to be done, approach to doing it, obstacles
 2. Committee Chair to present: board meeting, section meeting
- ii. Project Strategies
1. Led by Committee Chairs or Volunteers
- iii. Volunteer Strategies

Screenshot at meeting start:

Meeting host “Northern Virginia Section 0511” = Barbara McCullough

Phone number is Vladimir Nesterovich using phone for audio

