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# ASQ Section 0511 Meeting Quality Matters Round Tables

Vladimir Nesterovich, Chair

Sara McAlpine, Welcome Chair

Ken Rapuano, Secretary

Connie Broadie, Chair for Voice of the Customer

July 14, 2021



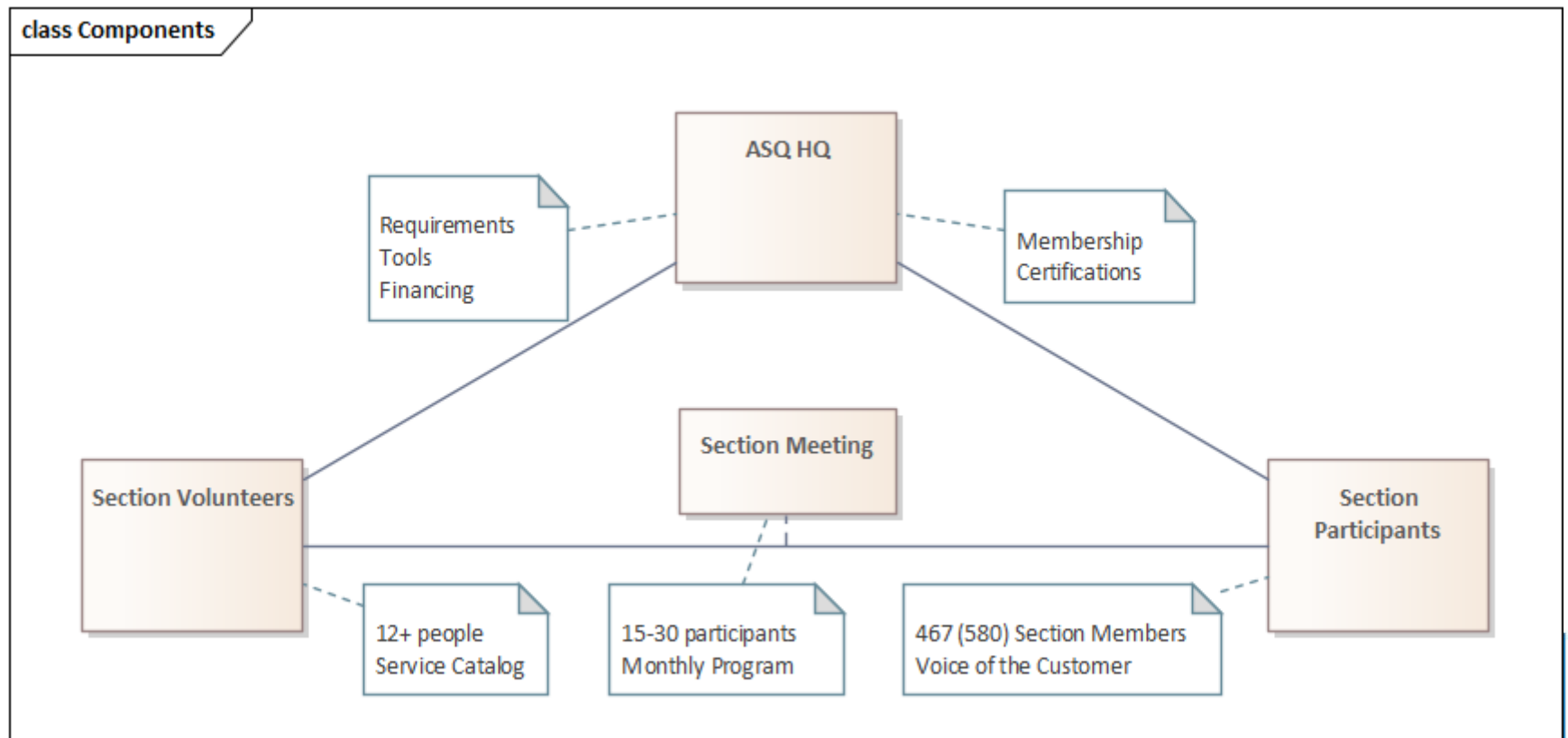


# Section Business

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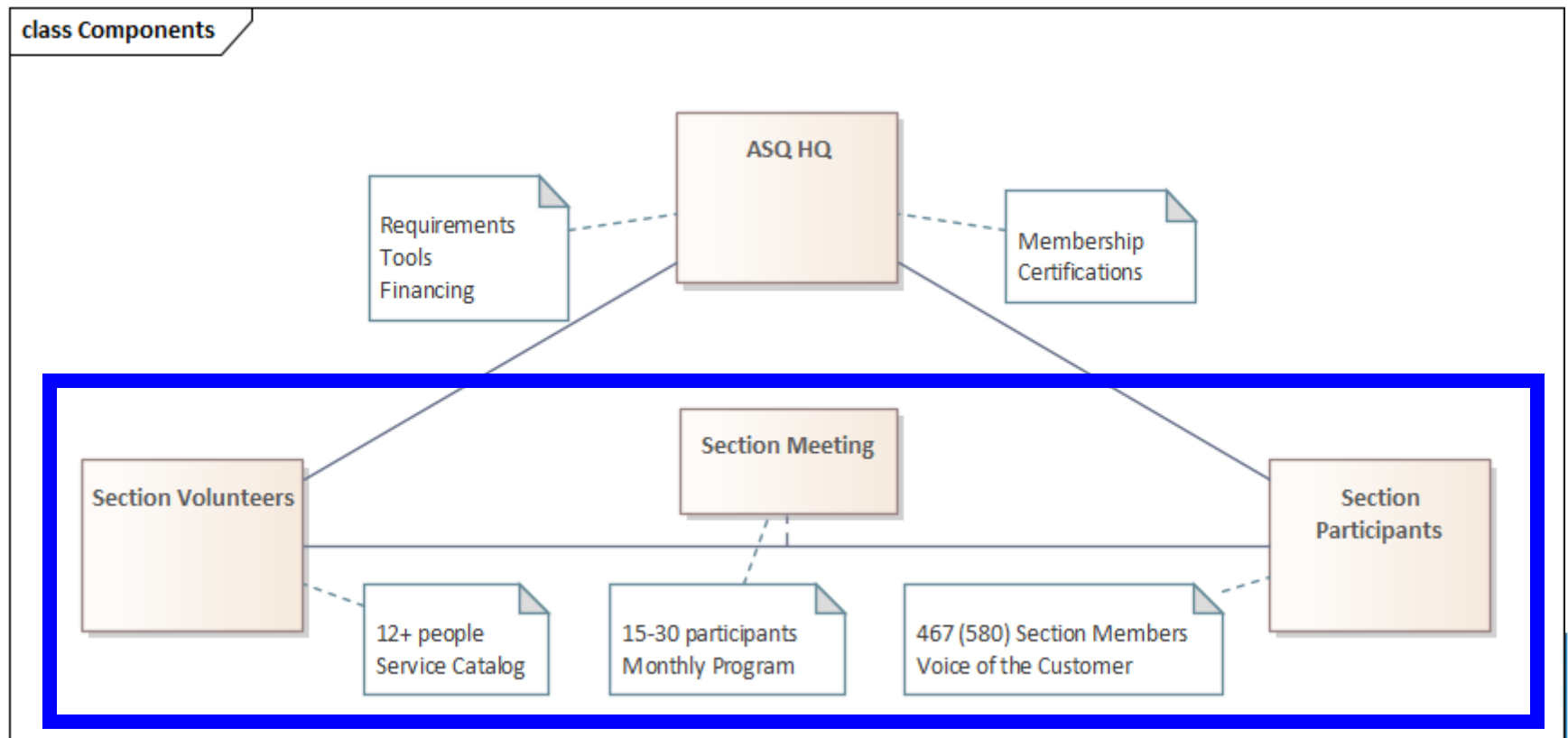
# Section 0511 – Key Interactions

- Key interactions in our section:
  - Diagram from 5/12/21 Section Meeting



# Interaction: Volunteers and Participants

- Key interactions in our section
  - Diagram from 5/12/21 Section Meeting



# Product and Service Catalog

- Developing the Product and Service Catalog of Section 0511
  - Objectives:
    - Clearly define what volunteers of Section provide to the Section Member Participants
    - Focus volunteer capacity on products and services that are defined for and needed by the Section Members

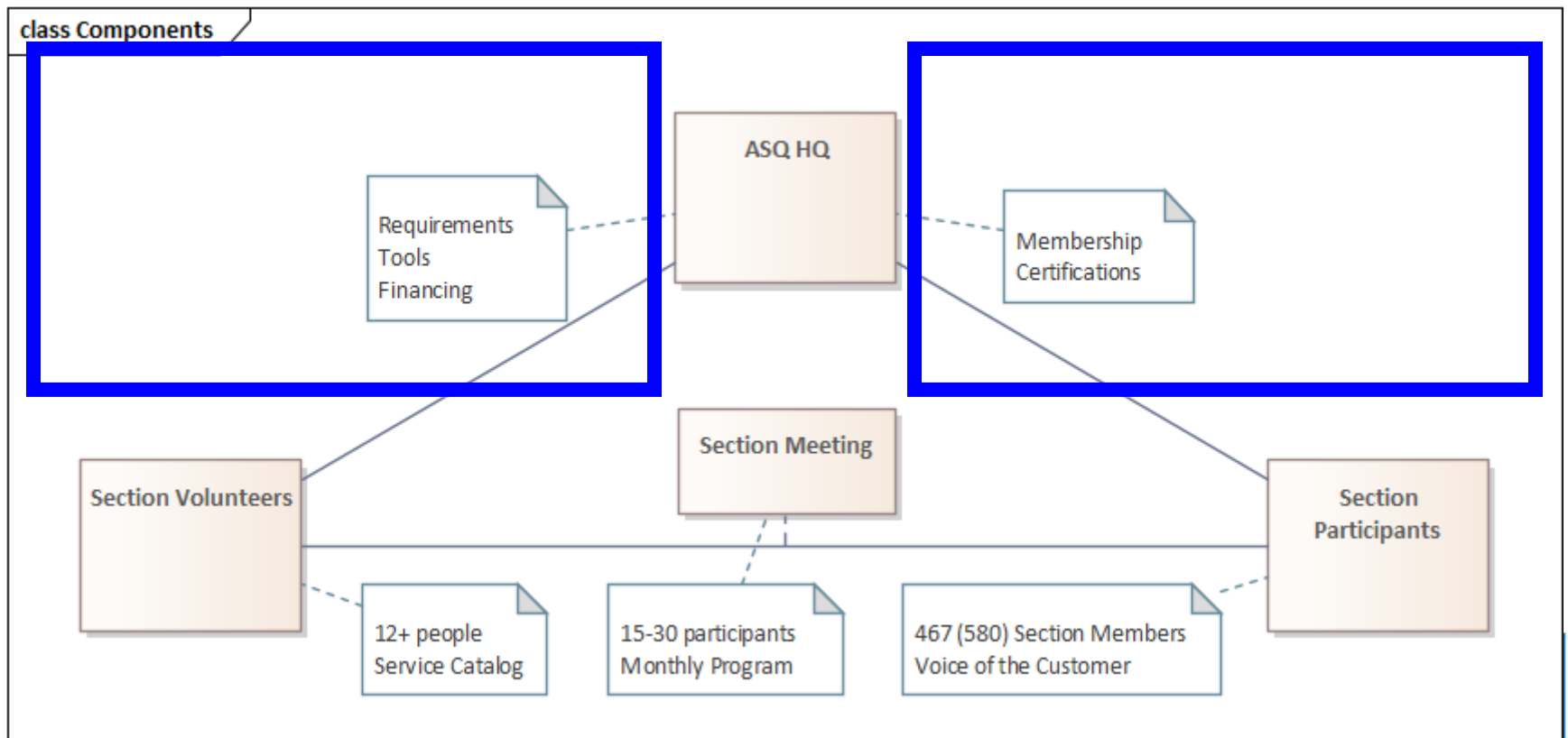
# August Section Round Table

- August 11, 2021 Meeting
  - Round Table: “ASQ Sections”
    - Moderated by Ken Rapuano, Section Secretary
  - Your chance to speak up what you want of your section and its volunteers
  - Ultimate “Voice of the Customer”
- Based on what you say:
  - Will issue the Discussion Report
  - Will refine Product and Service Catalog



# Interaction: Volunteers and Participants

- Key interactions in our section
  - Diagram from 5/12/21 Section Meeting



# Positions Interacting with ASQ HQ

- Interactions were covered:
  - Membership Chair (required): Members joining and leaving ASQ
  - Compliance Officer (optional): Section and ASQ HQ
- Bill Eastham, who held both positions, resigned on 6/26/21
- Mike Coleman assumed Membership Chair on 6/29/21
  - Multi-year experience with the Section in elected and appointed positions.
  - membership21@asq0511.org
- Compliance Officer – position open





# Return to On-site Events

- Section volunteers are working on returning to onsite Section Meetings
- Draft high-level plan (subject to change):
  - First onsite event – September 2021
    - Outing to a park, a Ranger-guided tour
    - September should be good for weather
  - First restaurant event – October 2021
    - Round Table or Featured Speaker
  - Streaming to remote participants
    - Prevent the loss of participants who cannot show up in person



# The Welcome Committee

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# The Welcome Committee

- The Welcome Committee
  - Created on 7/2/21
  - Objective: Welcome, inform, and invite the people who join the ASQ and its Section 0511
- Sara McAlpine
  - Welcome Chair since 7/2/21
    - Newly established position: [welcome21@asq0511.org](mailto:welcome21@asq0511.org)
  - Multi-year experience serving the Section
  - Returned from intended retirement
- Her team on the Welcome Committee:
  - Mike Coleman – Membership Chair
  - Barbara McCullough – Nominating Chair



# Section 0511 Welcomes

- New members – June 2021:
  - Contacted by Sara McAlpine, the Welcome Chair:
    - David Boyd
    - Sami Ghiasy
    - Steve Lampa
    - Andrew Lisenbee
    - Karen Bijwaard
  - May start joining the Section 0511 meetings
    - Note: Very short notice: Welcome Committee just created.
  - Have called six (6) of the other new people and left a voicemail.
    - Will try to reach again.





# Quality Matters Opinion Reports

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# Quality Matters Opinion Report #1

- ASQ Section 0511 has issued its first Quality Matters Opinion Report on July 11, 2021:
  - <http://www.asq0511.org/Presentations/presentations.html>
  - [http://www.asq0511.org/Presentations/202106/ASQ0511\\_202106\\_QualityMattersReport-ASQCertifications-Report.pdf](http://www.asq0511.org/Presentations/202106/ASQ0511_202106_QualityMattersReport-ASQCertifications-Report.pdf)
- Its topic is “ASQ Certifications”.
  - Summarizes the Round Table Discussion held at the ASQ Section 0511 June 9, 2021 meeting.
- Ken Rapuano
  - Leader of the Quality Matters Reports Series
  - Author of the 7/11/21 Report
- Here is a quick overview of our first report.



# Quality Matters Opinion Report #1

- Quick overview:
  - Part 1: The Preliminaries
    - When the discussion was about
    - Who participated
    - Which questions were discussed
    - Who created the report
    - How to volunteer for the Round Table Discussion and its Report
  - Part 2: The Digest
    - The Participants' Experience and Opinions on each discussed question.
    - All contributions anonymous.

ASQ Section 0511 Quality Matters Opinion  
on  
ASQ Certifications

Round Table Discussion Report

Report Date: July 11, 2021  
Report Version: 1.0

Author: Ken Rapuano  
Co-Author: Vladimir Nesterovich

ASQ Section 0511  
Discussion Topic: ASQ Certification  
Date: June 9, 2021, 7:20-8:30 pm  
Moderator: Vladimir Nesterovich



# Voice of the Customer: Surveys and Polls

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# Follow-up Survey on 6/9/21 Discussion

- 27 people attended the 6/9/21 Round Table on “ASQ Certifications”
  - Follow-up Survey – conducted by Connie Broadie
    - Chair for the Voice of the Customer: [voc21@asq0511.org](mailto:voc21@asq0511.org)
    - Only participants received the Survey
- Results:
  - 8 out of 12 people who spoke up during the Discussion also completed the survey
    - All 8 rated aspects of the discussion very positively
  - 4 out of 15 people who did NOT speak up during the Discussion completed the survey.
    - Of them, 3 rated the discussion very positively and 1 very negatively
- Note: Please complete the follow-up surveys
  - Our volunteers try really hard.
  - They deserve hearing your feedback!



# The Winning Topics

- The Round Table winning topics were up for the poll:
  - Who wants to moderate
  - Who wants to write the Report
- 7 people replied:
  - 2 existing volunteers
    - Confirmed their desire to moderate
    - Added their desire to write the Discussion Report
  - 2 new volunteers want to write the Discussion Report
  - 1 new volunteer wants to moderate


# Deciding the Schedule

- Barbara McCullough – Nominating Chair:
  - Reviews volunteer applications
  - Decides the best sequence of Round Table discussions
- Current schedule:
  - 7/14/21 – Plans and Process Descriptions, be moderated by Mike Coleman
  - 8/11/21 – ASQ Sections, to be moderated by Ken Rapuano
  - 9/8/21 (or weekend) – In-person Park Outing
    - Led by Park Ranger



# Today's Round Table

- Today's Round Table:
  - “Plans and Process Descriptions”
- Of those who replied to the poll
  - 43% want to speak up regardless of others
  - 43% want to speak up after they hear others first
  - 14% wants only to listen



# Quality Matters: Questions on Plans and Process Descriptions Round Table Discussion

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# Plans and Process Descriptions

- Moderator will go by the 12 questions, one by one.
  - We will have 5-7 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.