



Vision: To be the Austin area’s leader, advocate, and visionary source of quality and progress towards excellence

Mission: To sustain and contribute our resources to the membership and community by promoting and providing professional learning, mentoring, networking and supporting quality efforts.

To seek supporters and achievers of quality endeavors and recognize their accomplishments.

To demonstrate our beliefs, we practice what we preach through internal quality initiatives aimed at continual improvement.

Attendance

	2015	01/11	02/10	03/10	04/07	5/11	6/08
Chair	Cindi Manning	X	X	X	X	X	X
Vice Chair	Norma Antunano	X	X	X	X	X	X
Secretary	Jim Johnstone	X	X	X	X		X
Treasurer	Francisco Russi		X	X	X		
Arrangements	Tracy Nichols					X	
Audit	Tony Perez						
Certification	Mike Harkins	X	X	X		X	
Education	Norma Antunano	X	X	X	X		X
Examining	Forrest Breyfogle						
Internet Liaison	A.J. Scotka	X	X	X	X	X	X
Membership	David Wight				X	X	
Newsletter	Kevin Byckovski						
Nominations	Eva Esparza	X	X	X		X	X
Proctor	Andrew Davison						
Programs	Ileana Isern	X	X	X	X		
Publicity	Eva Esparza	X	X	X		X	X
PAR	Todd Minnick	X	X	X		X	X
Recertification	Rob White				X		
Placement	Megan Oertel	X	X	X	X	X	X
Historian	Pete Courtois	X	X	X		X	
Voice of Customer	Scott Berman	X	X	X	X	X	X

Additional Attendees (this meeting): None

Meeting Location: BazaarVoice, Austin, TX

Open Action items per May's board meeting:

2015 Action Items					
Item	Date Assigned	Owner	Description	Due Date	Status
17	Feb 2015	Pete/Scott/ Francisco/Traci	Implementation plan for charging members a fee to offset the cost of food	Aug 01	Not met yet.
21	Feb 2015	Francisco Russi	Set up a PayPal or other account which can receive funds for the section so we do not have to link to Francisco's account. Note physical address to AJ Scotka	Jul 09	Need to wait until we have a slack period, financially speaking
28	Mar 2015	Mike Harkins	Renew contract with ACC	July 16	Open – (background: contract ends July 16 at one point we had a five year contract, now want a two year contract)
29	Mar 2015	David Wight	Welcome package Status	Jun 1 for cert exam, Aug 15 for Sep meeting	David will include the welcome information in the ASQ Section meeting kit and work with Andrew to hand it out to new members taking exams for the first time and full blown one for Sept meeting. Follow up in September.
30	Mar 2015	Cindi Manning	Backup for Arrangements Chair	Apr 8	Closed, M'ship chair and Curtis have been helping
31	Apr 2015	All Board Members	Review ASQ member survey data and come up with one or two ideas to increase member value.	May 1	Closed, see minutes
32	Apr 2015	David Wight	At a future meeting, describe the benefits of upgrading to Senior Member and Show how easy it is to do.	Sep 1	Open
34	May 2015		Mike will propose a process to provide an incentive for those passing the cert test to remain members of the section.		Need a process prior to end of year exams
35	May 2015	Norma Antunano	Norma will add Cindi and David Wight to Education Committee invite list		Completed
36	May 2015	Todd Minnick	Todd will take care of leadership recognition and welcome at May Dinner Meeting.		Completed, Awards were given to Mike Harkins and Norma
37	June	Cindi Manning	Appoint the nominating committee	June 15	
38	Jun	Eva,	Call the Nominating committee meeting	July 1	
39	Jun	Eva, Scott, Todd	Publicize the open positions for 2015	July 1	
40	Jun 2015	Jim Johnstone	Collect the information on status of the annual plan and update it.	July 1	

1. Meeting was started at 6:12 PM on Monday, June 8, 2015.
2. May meeting minutes were approved with one correction
3. Action items were reviewed and updated. See notes
4. No treasurers' report
5. Section procedures - Pete Curtois (via E mail)
 - a. We have received feedback from Jim on the Secretary position, and are still waiting for feedback from the other "required" (Section Chair, Treasurer, Secretary, Nominating Chair, Membership Chair, Audit Chair) positions. (Eva Responded during the meeting that the ASQ process for nominating is adequate and we will follow it.)
 - b. Please provide your feedback to Pete this month. Your feedback is required in order to perform gap analysis.
 - c. Pete will send an email to all other leadership positions within a few days in order to identify any other processes/procedures that should be included in the process documentation effort.
 - d. Suggested place to start by July 1:
 - i. Are we following the ASQ guidelines?
 - ii. If not, which parts not and reason if known
6. Voice of the Customer - Scott Berman
 - a. May Dinner Meeting no survey, about 35 people attended. It was a nice affair
 - b. ASQ Member Survey –
Concerns
 - About the low response (13% for the society)
 - Our section being in the lowest rated
 - Net Promoter score being negativeAction Areas for improvement:
 - Members receive a lot of e mail from ASQ HQ perhaps we are saturated
 - Scott has created a survey for members modeled on Dallas Section goals
 - Are our goals aligned with ASQ goals? Do we care more about growth or providing value to our members? Providing value should lead to growth.
 - Meeting content is critical to providing value.
 - There may be a pent up demand for software quality technical discussions and presentations, based on success of our prior event, number of software developers in Austin, and attendance at other events locally.

- Software Quality Management could also be be a lucrative topic
- May also be an opportunity for healthcare quality discussions.
- Interactive events which provide the attendee a hands on experience, such as trying software demonstration or engaging in collaborative problem solving seem to attract younger members.

7. Certification – Mike Harkins Via E-Mail

- a. We have enrolled 19 students in the Spring courses with 8 in the CQA and 11 in the CSSGB.
- b. We have the CSSBB and the CMQ/OE courses scheduled for summer. The CSSBB will start on July 7 as an online course with Brian Mitchell as the instructor.
- c. The CMQ/OE will start on August 6 and Dick Schuldt is lead instructor. He is partnering with Phil Flories and Megan Oertel to teach this course.
- d. The following courses are scheduled for the Fall:
 - CQE (QCTC 1043): **Scheduled for Sept. 22 through Dec. 1.** Mike Harkins, possibly with Phil Flories
 - CQA (QCTC 1043): **Scheduled to start Sept. 5. Not yet shown on ACC website.** Doug Schifflett
 - CSSGB (QCTC 1005): **Scheduled to start Sept. 5.** Brian Mitchell (online course rerun)
- e. We are not scheduling the CSQE course until Spring, 2016.
- f. Regarding my proposal of reimbursing members who take these certification courses a portion of their membership fee if they continue their membership, I will prepare something for our next meeting.
- g. Renewal of the contract with ACC is due next month. Our secretary, Jim Johnstone, is the correct person to sign this type of agreement.

8. Fall Education Event – Norma Antunano

- a. Our Fall event has 9-10 speakers depending on the date. Our best choice is Nov 6 for the date. Speakers will sign normal ASQ agreements as required.
- b. Crowne Plaza looks like the most viable location.

c. Budget

Budget based on Target attendance of 50 people								
Item	Cost	Notes						
Food	\$ 2,000.00	\$20 per plate for lunch,\$10 per plate for Cont BF, \$10 per plate for afternoon snacks						
Speakers	\$ 1,000.00	Approx \$150 per speaker x 6						
Printing	\$ 500.00	Pocket Folder, program, speaker bios and notes pages						
Venue	\$ 500.00	If not included in food						
A/V renta	\$ 500.00	Wireless microphones, etc						
Misc	\$ 500.00							
Total	\$ 5,000.00							
Cost per person = \$100								

d. Moved by Jim Johnstone and second by Eva to permit education committee to enter into an agreement to book the Crowne Plaza Hotel. Motion passed with no dissent.

e. Publicity will begin in July

9. Nominating committee report. Eva is the Chairperson. The section chair appoints the nominating committee and serves as a member of it. Eva has suggested members for the committee and will schedule the committee meeting in June. Nominations: Treasurer and Chair cannot serve again. Plan is to have all identified positions by September meeting.

- Include call for nominations to elected positions on web sites – Todd Minnick
- Eva is going to send an e-mail blast
- Scott will put a post on our ASQ Section linked in group.
- Nominations close Sept 30. Election to be held in October

10. New Business

- Location of meetings beginning in July will be Downtown at Sparefoot or Austin Energy. Cindi and Megan to decide and inform Secretary Jim.
- Scott was contacted by a person that wants to join the ASQ Austin Linked in Group. Scott has told him no because he is not a local member and he may only be interested in mining our links. Group discussed pro's and Con's and agreed with Scott's decision.
- Todd suggested we need to provide an update to the members on our business plan from the owners. – Jim will drive this and send to Todd for the website.
- AJ is planning a major upgrade to our ASQ website over the summer.

Meeting Adjourned: 7:58 pm

Submitted by,

Jim Johnstone, Secretary, ASQ Austin Section 1414.