



**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**

	2017	9-Jan	13-Feb	6-Mar	10-Apr	8-May	12-Jun	10-Jul	7-Aug	11-Sep	9-Oct	6-Nov	11-Dec
Section Chair	James Johnstone	X	x	x	X		x						
PAR/Vice Chair	Todd Minnick	X	x	x	X	x	x						
Treasurer	Peter Courtois	X	x	x									
Secretary	Melanie Berry	X	x	x	X	x	x						
Audit	Antonio Perez												
Arrangements	David Estes	X	x	x		x							
Certification	Phil Flories	X											
Education	Norma Antunano	x	x		X	x	x						
Examining Chair	Forrest Breyfogle												
Internet Liaison	Anthony (AJ) Scotka	X	X		X								
Membership	Maria Vinhais	x		x	X								
Newsletter	Bharat Matta												
Nominations	Eva Esparza				X	x							
Placement	Megan Oertel												
Program	Surendra Patel	X	x		X	X	x						
Publicity	Jack Hartnett	x	x			X	x						
Recertification	Robert White												
VOC	Scott Berman					x							
YQP	Cindi Manning												
Publicity	Shoshana Bokelman				X	x							

X In Person

\* By Telephone

Additional Attendees (this meeting):

Meeting Location: Jim Johnstone’s residence

Open and New Action items per this board meeting:

2017 Action					
Item	Date Assigned	Owner	Description	Due Date	Status
104	2/13	Todd, Andrew	Pending Andrew's full 2017 schedule for events. Todd to follow up	End of April	Pending Jim confirmation on YQP status
111	2/13	David	New venue with subsidized or self-paid leadership dinner	-	Pending
112	2/13	Leadership Members	Suggest a speaker event	-	Ongoing
118	2/13	Leadership Members	Suggestions for greater monthly ASQ leadership meeting attendance	-	Ongoing
123	4/11	AJ	Provide broadcast mechanism	-	Pending
125	4/11	AJ	Research if the publicity process can be automated through WordPress	-	Pending
131	5/8	Social	Summer Social Events for membership chair	End of May	Pending
132	5/8	Publicity	Follow with AJ on general PW	End of May	Pending
133	5/8	Jim	Office 365 and SharePoint access for Publicity	End of May	Pending
134	5/8	Shoshana, Jack	Publicity template draft	End of May	Pending
135	5/8	Publicity	Submit meetup invites to section 1414 member	End of May	Pending
136	5/8	All Leadership Members	To contact Jack with a list of potential professional orgs for meetup	End of May	Pending
137	6/12	Shoshana	Investigate a mechanism to share docs on ASQ Austin's SharePoint site	July 1	Pending
138	6/12	Surendra	Create flowchart showing changes made in the publicity process	July 1	Pending
139	6/12	Surendra	Create a chart outlining steps of the publicity process to be used for the next publicity chair and near future	July 1	Pending
140	6/12	Jack	Investigate RSVP and Payment for webinars and events	July 1	Pending
141	6/12	Jack	Research Eventbrite options for automatic scheduling and reminders	July 1	Pending

### Agenda for June 12th, 2017 ASQ Austin Section Leadership Meeting

Item	Description	Owner	Time
1	Call to Order	Jim	6:30
2	Publicity Process	Jim, Members	6:40
3	Adjourn Meeting	Jim	8:00

ASQ Executive Meeting June 12<sup>th</sup> 2017 (Jim has invited the Austin ASQ Executive members to his residence for an informal meeting to close the publicity process).

1. Jim called the meeting to order at 6:51PM.
2. Jim emphasized the importance of the volunteer status of the committee by presenting a personal exemplum to maintain the fun aspect of the leadership group, and to refrain from too much criticism.
3. Jim stated he asked Surendra to take on the publicity process as a Black Belt project. Jim reviewed the problem statement. Surendra summarized the progress of the process. He stated the return of progress does not match the time spent on the publicity process and also pointed out the importance of maintaining membership. Jim summarized we would like to lean out the process; take the time spent out of the process and increase the progress. It was pointed out the time allotted for members to respond to events and speakers not wanting to commit early enough in the event process were issues. Jim stated improving the process is part of the 'Define' process. Jim explained even if we improve the process to take work out of the process, we may still be left with the same progress.
4. Todd stated time base targets or goals prior to each event were used to facilitate progress. Todd also stated a function of the topic is the leadership member attendance. Jim stated if the basic task took less time, then there may be more time or resources to improve other processes. Jim emphasized this process as a Kaizen process, an ongoing process, while respecting others work culture.
5. Jack stated there may be some issues with handing off knowledge to new chairs, and this can slow down the process as a learning curve. Jim suggested a better set of documentation processes.
6. Norma stated minimizing dependencies of the process to decrease the time spent on the publicity process. Norma stated not to be too rigid but maintain flexibility. (S –part of the solution).
7. Jim stated we agree on the problem as labor and time. Jim asked what we can measure. Jim asked Surendra if the volume of emails were accounted for, and estimate the amount of time spent. Surendra stated on average 10 emails were created per email topic, on one email there were 20 emails. Surendra estimated about 9 hours were spent on emails in 2 days from the day of the event. Norma stated in order to set up the publicity was about 8 emails, Jack stated about 10 emails, and another 8 hours collective time spent on setting up the event. Jim proposed to cut the time spent in half for the communication process, to cut the process at the time of the event by 90%, to reduce post event emails accounted for on the day of the event, along with the pre event emails.
8. Jim stated the next step is to Improve. Jim asked about the completed improvements within the last 2 months. Jack stated they started a template that is easy to use to cut down excessive communication. Jack stated he shared it on Google docs with the group, and made the template less restrictive with more checkboxes. Jim summarized during the first draft, there were too many definitions prior to the template. Jim stated Norma wanted a checklist for efficiency. Jim proposed a checklist type template to complete the process. Jack agreed this was possible.
9. Jack stated Publicity has taken ownership of the web posting; Todd stated he no longer handles web posting. Surendra stated he has customized the template to be more user-friendly and gave examples for changes, for example, photos in the appendix. Norma suggested editing the process to cut and paste attachments prior to posting on google docs by using a dashboard or online document for ASQ Austin purposes. Jack proposed to create an ASQ Leadership folder. Jim asked members about their experience with SharePoint on the private ASQ folder. Jack stated Shoshanna has expertise in this matter, creating a useful mechanism to share documents amongst the ASQ leadership members. It was requested to document this as an action item for Shoshanna to investigate.

10. Jim proposed further improvement of the template will reach us closer to a finished product. Jim stated we started from a concept and went to a created template. Further improvements of the template will produce a product the group can use in the future. Jim stated if we have the template in a communal site for group access, then we can have editorial control. Melanie added document change control, a controlled form number and version, will be needed, along with a process for this control.
11. Jim stated placing the form online will reduce emails allowing members to have personal access to make additions/edits. Jack stated he would like a visual of the changes made to the template to prevent adding new information redundantly.
12. Jim stated the most important issue is the missing PayPal information. Jim stated it costs us more to use Eventbrite, however, we can all see who is registered on Eventbrite and assist the automation process in order to cut down the work of the Treasurer. Jim stated PayPal is secure money wise, but not as convenient as Eventbrite. Jim asked the members about using Eventbrite as opposed to PayPal. Jim stated assuming we don't add on the cost to the event costs by the increase of 30-40 \$, it will cost us 30-40\$ more. Todd asked about who can create the charge for the event. Jim stated this is not restricted to the Treasurer and also stated there have not been any account issues in the past. Jim and Jack stated Meetup is comparable to Eventbrite. Norma stated the cost of opportunity will pay itself out with the convenience of the app. Jim stated we will use Eventbrite or pay out the door as the agreed upon process to collect payment. Todd asked about the process to use the budget and board involvement to add the costs for the app. Members agreed the change was minimal and will be rolled into the budget for event processes.
13. Jack stated he will investigate the RSVP and payment for webinars and events after Norma brought up the topic of not being too rigid of accepting payments. Surendra stated there are many emails about how many people will attend. Jack stated having a follow up 2 days before to ensure the last minute emails are accepted for event attendance. Norma asked if there is a way to incorporate schedule acceptance. Jack stated he is currently using mail chimp. It was requested to research Eventbrite options for automatic scheduler sets and reminders.
14. Jim went back to Norma's request to minimize the dependencies of the process. Jim stated he would like Surendra to create a flowchart on what changes we've made and a chart to use for the next publicity chair to be complete and simple; it should have all of the steps but be understandable. Jim explained it would be best to think of the event then complete the template, then it goes to Jack, then to the database, and then Jack does a mail blast, for example, then the event is held, then feedback received. Surendra has agreed to the action item of the flowchart. Jack asked if Surendra needed any emails to complete his action item. Jim stated to use May 15 as the before case, and the Sept event as an improvement comparison.
15. Todd asked about photos and surveys to be posted on the template. Jim proposed to have an empty box to have those items added. Jim stated publicity gets posted on meetup, Facebook, LinkedIn, ASQ /Austin website, email blasts, Eventbrite, twitter. Jack stated in the template, it asks the host where it will be publicized; it can be changed to add other sites. Jim stated this is a future research topic to broaden our reach to advertise our meetings and webinars.
16. Jim requested to have the minutes sent to the members, and to have actions completed by July 1, 2017.
17. Jim concluded the meeting at 807PM.