

Business Plan for Section 1515 Greater Palm Beach Florida



Rev: 1

Submit your section's 2008-09 plan to HQ (smp@asq.org) and your RD by October 1, 2008.

Achieve 75% of your goals and submit completed plan and cover letter to HQ (SMP@asq.org) and your RD by September 1, 2009.

2008-09 Fiscal Year

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status^	Results‡	% Of Goal Achieved‡	Contact*	Comments
1. Increase Member Value	a. Section Meetings	Hold meetings for members and potential members	Sept 08 - May 09	# Of Meetings	6	O			Jay Stahan Enrique Bekerman	Try different days, times. Plan 1 meeting with 1510. Industry diverse topics.
	b. Education	Offer Refresher Courses	Yearly	# Of Courses	1	C			Jay S.	Posted on website (6-Sigma Green Belt – Sept)
	c. Company Tours/Meetings	Tours/ Best Practice Review	Yearly	# Conducted	2	O			Enrique B. Jay S.	Diversify to service and to manufacturing sectors
2. Increase Member Retention	a. Communication	Update Newsletter Monthly	Sept 08 > May 09	# Of updates	9	O			Jay S.	Support from Leadership Team with Info
	b. Publicity	Publicize Meetings and Events	Sept 08- May 08	# of communiqués	6	O			Enrique B.	
	c. Website	Update Website Monthly	Sept 08 > May 08	# of Updates	8	O			Mauricio Perry	Keep all sections and links in Website updated
	d. Certification	Certification Exams	Yearly	Offer 4 Sessions	4	O			Judith Gottesman	
	e. Unpaid Dues	Follow up with unpaid members to encourage renewal	Monthly	# Of unpaid member contacts monthly	75% contacted	O			Jay S.	Email contact with letter
	f. Welcome New Members	Welcome new members by introducing them to the section and programs	Monthly	% Of New Members Contacted	100 %	O			Jay S.	Email contact with letter
3. Increase Member Satisfaction	a. West Palm location	Hold one meeting in northern Palm Beach County for ease of area member attendance	Yearly	# of Meetings	1	O			Enrique B. Charlotte Williamson	DOE session?
	b. Recertification	Recertification Applications	Monthly	On Time Submission	100%	O			Judith G.	
	c. Survey	Survey	New survey	# of Surveys	1	O			Mauricio P.	Review use of ASQ National survey tool
	d. Networking	Offer one Networking Event	Yearly	# Of Events	1	O			Enrique B. Jay S.	May include Section 1510
	e. Outreach	Outreach to government/ business/educational/ healthcare community	Yearly	# of contacts	2	O			Enrique B.	
	f. Ease of registration, attending functions	Update PayPal process; Offer webinar sessions	Yearly	# Webinars, PayPal updated	1	O			Enrique B., Mauricio P., Charlotte W. Jay S.	Develop webinar protocol, adopt to "1c" above. Update PayPal depository.
4. Improve Section Management	a. Board/Leadership Meetings	Hold 3 Board/Leadership Team Meetings Yearly	Yearly	# Of Meetings Held	3	C			Jay S.	July 16, July 26, Sept. 6. Adopt conference call?
	b. Leader Training	Attend ASQ Leadership Training	Yearly	% of Team Attend 1 Event	50% Attend minimum 1	C	67% attended (6 out of 9)		Jay S.	Jay, Charlotte, Enrique, Dan, Mike, Jeremy attended

Columns with bold headings are required.

^ - This can be used for tracking progress. A common legend to use: **A**-(ahead of schedule), **B**-(behind schedule), **O**-(on schedule), **C**-(complete), **H**-(on hold), **D**-(dropped)

‡ - These columns must be filled in when plan is submitted for the Total Quality Award.

* - Person responsible to Lead this activity