

Business Plan Section 1515 Greater Palm Beach Florida 2008-09 Fiscal Year



Rev:

5 (June 24, 2009)

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.

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	C	12 meetings	>100%	Enrique Bekerman	Held 12 Events (refer attachment)
	b. Education	Offer Refresher Courses	Yearly	# Of Courses	1	C	1	100%	Enrique	Posted on website (6-Sigma Green Belt – Sept)
	c. Company Tours/Meetings	Tours/ Best Practice Review	Yearly	# Conducted	2	C	4 Events	>100%	Enrique	Held 4 Events (Tyco, Mapei, CrossM, OfficeD)
2. Increase Member Retention	a. Communication	Update Newsletter Monthly	Sept 08 Jun 09	# Of updates	9	C	Chair Message each month	100%	Jay	Support from Leadership Team with Info
	b. Publicity	Publicize Meetings and Events	Sept 08- Jun08	# of communiqués	6	C	Activity Promotions each month	>100%	Enrique	Publicity through Variant, webpage, and email “blasts”
	c. Website	Update Website Monthly	Sept 08 >May 08	# of Updates	8	C	Updated with activities each month	100%	Mauricio Perry	Keep all sections and links in Website updated
	d. Certification	Certification Exams	Yearly	Offer 4 Sessions	4	C	Completed	100%	Judy Gottesman	Completed
	e. Unpaid Dues	Follow up with unpaid members to encourage renewal	Monthly	# Of unpaid member contacts monthly	75% contacted	C	100% Contacted Monthly	100%	Jay	Email contact with letter sent after National publishes member list
	f. Welcome New Members	Welcome new members by introducing them to the section and programs	Monthly	% Of New Members Contacted	100 %	C	100% Contacted Monthly	100%	Jay	Email contact with letter sent after National publishes member list
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	C	North Palm Beach	100%	Enrique Charlotte Williamson	Held in North Palm Beach
	b. Recertification	Recertification Applications	Monthly	On Time Submission	100%	C	Completed	100%	Judy	Completed
	c. Survey	Survey	New survey	# of Surveys	1	C	Posted end of February	100%	Mauricio	Completed and posted using National format
	d. Networking	Offer one Networking Event	Yearly	# Of Events	1	C	3 network'g events	>100%	Enrique	Feb. 25, March 10, May 14.
	e. Outreach	Outreach to government/ business/educational/ healthcare community	Yearly	# of contacts	2	C	4	>100%	Enrique	PBCC, City Coral Springs, Quest Diagnostics, and Boca Raton Comm. Hospital.
	f. Ease of registration, attending functions	Update PayPal process; Offer webinar sessions	Yearly	# Webinars, PayPal updated	1	C	2 Webinars. Paypal deployed	>100%	Enrique Mauricio Charlotte	Paypal activated
4. Improve Section Management	a. Board/Leadership Meetings	Hold 3 Board/Leadership Team Meetings Yearly	Yearly	# Of Meetings Held	3	C	4 meetings	>100%	Jay	July 16, July 26, Sept. 6, June 17.
	b. Leader Training	Attend ASQ Leadership Training	Yearly	% of Team Attend 1 Event	50% Attend minimum 1	C	67% (6 out of 9) Joni's Meeting	>100%	Jay	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