Section 1515 Voice of the Customer Survey June 2010

Thank You to all who participated.

This survey has been redacted to remove any personal identifying information provided in questions 17 and 18.

1. Have you received any form of communication from your section in the past six months?

#	Answer	Response	%
1	Yes	44	98%
2	No	1	2%

Statistic	Value
Total Responses	45

2. What form of communication was it?

#	Answer	Response	%
1	E-mail	41	93%
2	Phone Call	2	5%
3	Face-to-face	8	18%
4	Newsletter	34	77%
5	Other (please specify)	1	2%

Other (please specify)
Training/meetings/conferences/etc.

Statistic	Value
Total Responses	44

3. Have you visited the section's website in the last six months?

#	Answer		Response	%
1	Yes		33	73%
2	No		6	13%
3	I did not know the section had a website		6	13%
	Total		45	100%

Statistic	Value
Mean	1.40
Variance	0.52
Standard Deviation	0.72
Total Responses	45

4. How would you like to receive future section's newsletter?

#	Answer		Response	%
1	Always via U.S. Mail		7	16%
2	Always via E-mail		17	40%
3	Access the newsletter posted on the website		6	14%
4	A mixture of U.S. Mail and E-mail		27	63%

Statistic	Value
Total Responses	43

5. Do you have any recommendations for the website?

Text Response
It's great just as it is... but I don't get to visit it as often as I would like.
No
May want to include a link to the Linkedin Group
n/a
Local organizations issuing requests for proposals (RFP) for quality related training / consulting services.
it would be great to have a library system that you could access either by internet or by requesting to check out the material. The material would be delivered by mail or picked up whatever would be most convenient for the customer.
The member login is not very conspicuous either by font color, font size and panel color as compared to the other advertisements and panel content.
More user friendly. Less clicks to register.
it's okay as is

Statistic	Value
Total Responses	9

6. Would you be interested in attending a section webinar event (meeting or education class)?

#	Answer	Response	%
1	Yes	24	56%
2	Maybe	17	40%
3	No	2	5%
	Total	43	100%

Statistic	Value
Mean	1.49
Variance	0.35
Standard Deviation	0.59
Total Responses	43

7. What topic would interest you if broadcast via the web?

Text Response
Nuclear Quality Assurance
Sustainability Options New Environmental Technologies
Tracking corrective actions and continuous improvement projects
Minitab/statistical analysis
Aerospace standards; aerospace supplier quality; process analysis - all of these are great topics! But maybe too tough for a webinar?
Quality issues related to Medical device industry and FDA
Dietary Supplement FDA GMP's
anything regarding quality in the service industry (consulting, design engineering).
Healthcare reform
Statistics, Risk, Reliability
Root Cause Analysis Lean Six sigma
Quality Management
Supplier Management Auditing ISO/AS Process Control
NETWORK ADMINISTRATION AND TECHNIQUES, NETWORK SECURITY PROBLEMS
reliability
quality in service industry
Pharmaceutical Standards, quality auditing tools,etc.
Seminars in statistics as applied to CQE BOK
changing regulations, process improvement topics
Lean or Six Sigma topics or case studies.
lean or six sigma related topic

Statistic	Value
Total Responses	21

8. How many section meetings have you attended in the past 12 months?

#	Answer		Response	%
1	0		17	40%
2	1		9	21%
3	2-3		5	12%
4	More than 3		12	28%
	Total		43	100%

Statistic	Value
Mean	2.28
Variance	1.59
Standard Deviation	1.26
Total Responses	43

9. If you do not regularly attend the section meetings (3 or fewer per year), what is your major deterrent?

#	Answer		Response	%
1	Work Schedule		17	50%
2	Topic of Meeting		4	12%
3	Location of Meeting		10	29%
4	Price of Meeting		3	9%
5	Family Obligations		12	35%
6	No Interest in Attending Meetings		0	0%
7	Other (please specify)		6	18%

Other (please specify)
Day of the week
travel shedule
dont know about them
Travel out of town on business
conflict with other must do activities or meeting times
currently working out of state

Statistic	Value
Total Responses	34

10. Which week of the month works best for you to attend Section 1515 events?

#	Answer		Response	%
1	1st		2	5%
2	2nd		5	12%
3	3rd		1	2%
4	4th		1	2%
5	No preference		34	79%
	Total		43	100%

Statistic	Value
Mean	4.40
Variance	1.58
Standard Deviation	1.26
Total Responses	43

11. Which day of the week works best for you to attend Section 1515 events?

#	Answer		Response	%
1	Monday		7	18%
2	Tuesday		5	13%
3	Wednesday		8	21%
4	Thursday		11	28%
5	Other (please specify)		8	21%
	Total		39	100%

Other (please specify)
Friday or Monday
Saturday
any
Friday
no day works best
weekend
depends on work schedule
Depend on my wife's school schedule

Statistic	Value
Mean	3.21
Variance	1.96
Standard Deviation	1.40
Total Responses	39

12. What would be your preference for the time of day to hold the section meetings with presentation?

#	Answer		Response	%
1	Sometime during the day (8 AM - 5 PM)		8	20%
2	Evenings (after 6 PM)		33	80%
	Total		41	100%

Statistic	Value
Mean	1.80
Variance	0.16
Standard Deviation	0.40
Total Responses	41

13. Where would you like the meetings held?

#	Answer		Response	%
1	One fixed location		12	32%
2	Rotated geographically throughout the section		26	68%
	Total		38	100%

Statistic	Value
Mean	1.68
Variance	0.22
Standard Deviation	0.47
Total Responses	38

14. If you have attended a recent section meeting, did the reservation process meet your expectations?

#	Answer		Response	%
1	Yes		19	83%
2	No		1	4%
3	Adequate, but could be better		3	13%
	Total		23	100%

Statistic	Value
Mean	1.30
Variance	0.49
Standard Deviation	0.70
Total Responses	23

15. What topics would you like presented at a future section meeting?

Text Response
Obtaining buyin from employees to company/corporate strategy and Quality Policy and Objectives
Integrating root cause analysis into production environments that refuse to participate in it.
Subjects that are strictly related to Quality in Manufacturing
Anything dealing with Pharma and/or dietary supplements
Open
Healthcare reform, Quality from a patient's perspective, What are hospitals measuring and how does that impact quality for a patient? Community Events and quality; Government and quality; What is the strategic direction of ASQ? Innovation topics: What is it? How is a culture created for it? What is the ROI?
N/A
Supplier Management Process Control Handling of Stress at the work place Customer Service Audit Management/Techniques ISO in the Medical Device World Quality as it pertains to Hospitals
reliability, supplier management, doe, spc,
Perhaps a presentation on how to make interesting presentations.
I think the section is doing good in selecting topics that interest me. Anything that is a "how does company X does things" is of interest to me. You always get some ideas out of those.
Presentations on how to best apply statistics in the workplace
process improvements, changing regulations, government updates that affect healthcare industry,
root cause, case studies of successful application of lean or six sigma

Statistic	Value
Total Responses	14

16. Would you like to present a topic at a future section meeting?

#	Answer	Response	%
1	Yes	3	8%
2	Maybe	13	36%
3	No	20	56%
	Total	36	100%

Statistic	Value
Mean	2.47
Variance	0.43
Standard Deviation	0.65
Total Responses	36

17. What topic(s) would you like to present?

Text Response
Air Carrier Quality and Surveillance activities
Common misunderstandings in interpretation of statistical results.
Granulation of raw materials; Why we audit.
The human factor of quality
N/A
You tell me. Let's discuss. BP
Not at this time. May be in the future.
Medical Device related (FDA readiness), internal audit programs
I'll work on a list of topics that fall under my expertise. I'll let you know.

Statistic	Value
Total Responses	9

18. Please provide the following contact information (OPTIONAL) so we can follow-up with you.

Statistic	Value
Total Responses	23

19. Please make any other suggestions that you believe would improve the operation of our section below:

Text Response
I have attended one meeting because it was local to me. The meeting was excellent. My only disappointment was that we did not take time for introductions. Was hoping to connect more with people.
It works great - however, I travel somewhere every week, and making the meetings is not possible. Travel means out of state...out of country... etc. But, I have considered having an event here at our offices in Miami. And I haven't given up on that idea. However, the logistics are out of tune - perhaps closer to Nov-Dec-Jan time frame might be better. Currently the location parking facility is undergoing construction, and that would make it impossible for attendees to participate. So, keep me in the bull-pen for a late 2010 or early 2011 event here at American Airlines - MIA.
Mix it up some. Offer some meetings that start at 5:30 or 6 with no meal/no charge so everything can be over by 7 - 7:30 and the whole evening is not over.
I'm not much help here as between work schedules and aging parent issues, I rarely have time for other events.
Maybe some entertainment. We work 40, 50, even 60 hours/week. The event should provide a little respit.
All events have a great outcome
Keep the mix of workshops and plant tours for our ASQ meetings
Lets have a plant tour of Quality Systems Lab (located near NCCI) coupled with a presentation the same evening at NCCI.

Statistic	Value
Total Responses	8

20. How long have you been a member of ASQ?

#	Answer		Response	%
1	Less than one year		2	5%
2	1 year to less than 4 years		14	34%
3	4 years to less than 7 years		6	15%
4	7 years to less than 20 years		14	34%
5	20 or more years		5	12%
	Total		41	100%

Statistic	Value
Mean	3.15
Variance	1.38
Standard Deviation	1.17
Total Responses	41

21. How long have you been a member of this section?

#	Answer		Response	%
1	Less than one year		4	10%
2	1year to less than 4 years		20	48%
3	4 years to less than 7 years		9	21%
4	7 years to less than 20 years		9	21%
5	20 or more years		0	0%
	Total		42	100%

Statistic	Value
Mean	2.55
Variance	0.89
Standard Deviation	0.94
Total Responses	42

22. Have you ever held a volunteer position in any other ASQ section or other volunteer organization?

#	Answer	Response	%
1	Yes	24	57%
2	No	18	43%
	Total	42	100%

Statistic	Value
Mean	1.43
Variance	0.25
Standard Deviation	0.50
Total Responses	42