### ASQ Strategic Objectives:

**1. Accelerate Growth**  
- **ASQ Strategies: Expand Global Collaborations**
  - **2018 Objectives:** Low
  - **Priority:** Expand Global Collaborations
  - **Action Descriptions:** Identify interested Global Partners, Dinner Event for Legal community presentations
  - **Action Plans:** 1. Promote ASQ to the Legal Community (Multi-District Litigation)
  - **Due Dates:** 31-Dec-2018
  - **Status:** Number of law firms contacted
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

**2. Increase Impact**
- **ASQ Strategies: Increase Global Conference Offerings**
  - **2018 Objectives:** Low
  - **Priority:** Increase Global Conference Offerings
  - **Action Descriptions:** Support ML’s to attend global activities
  - **Action Plans:** Will add as a topic to Leadership meeting agenda to discuss potential opportunities
  - **Due Dates:** 31-Dec-2018
  - **Status:** Number of member leaders attending conferences
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

**3. Achieve Operational Excellence**
- **ASQ Strategies: Improve Member Retention**
  - **2018 Objectives:** High
  - **Priority:** Improve Member Retention
  - **Action Descriptions:** Develop & Execute Recruitment Plan, 2 Joint meetings with 1510, 2 1515 dinner meetings, promote 2 plants tours
  - **Action Plans:** Maintaining value pricing for Section members to dinner events with complimentary Memory Jogger Quality topic book
  - **Due Dates:** 31-Dec-2018
  - **Status:** Number of meetings attended over 20 per dinner meeting
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

- **ASQ Strategies: Increase Organizational Member Growth**
  - **2018 Objectives:** Low
  - **Priority:** Increase Organizational Member Growth
  - **Action Descriptions:** Develop Plan to Grow Org Members
  - **Action Plans:** Expand corporate relationships with additional local organizations
  - **Due Dates:** 31-Dec-2018
  - **Status:** Number of organizations contacted
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

- **ASQ Strategies: Increase Organizational Member Retention**
  - **2018 Objectives:** Medium
  - **Priority:** Increase Organizational Member Retention
  - **Action Descriptions:** Voice of the customer survey
  - **Action Plans:** Develop and deploy survey
  - **Due Dates:** 31-Dec-2018
  - **Status:** Conducting the survey
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

- **ASQ Strategies: Increase Professional Certifications**
  - **2018 Objectives:** High
  - **Priority:** Increase Professional Certifications
  - **Action Descriptions:** Promote Professional certifications on Section website
  - **Action Plans:** Promote Professional certifications on Section website
  - **Due Dates:** 31-Dec-2018
  - **Status:** Certification training courses posted
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**

- **ASQ Strategies: Increase Quality Training Offerings**
  - **2018 Objectives:** Low
  - **Priority:** Increase Quality Training Offerings
  - **Action Descriptions:** Identify new training topics
  - **Action Plans:** Brainstorm training topics at all membership meetings
  - **Due Dates:** 31-Dec-2018
  - **Status:** Number of training topics identified
  - **Progress/Comments:**
  - **Measures:**
  - **Targets:**
## 2018 Business Plan for: ASQ Section 1515 Greater Palm Beach - 2018

**Review Date:** February 8th 2018  
**Form Revision Date:** October 12, 2015

### ASQ Strategic Objectives:

1. **Accelerate Growth**
2. **Increase Impact**
3. **Achieve Operational Excellence**

<table>
<thead>
<tr>
<th>ASQ Strategies</th>
<th>ID</th>
<th>2018 Objectives</th>
<th>Priority (L-M-H)</th>
<th>Action Descriptions</th>
<th>Action Plans</th>
<th>Owner (or Role)</th>
<th>Due Dates</th>
<th>Status (G-Y-R)</th>
<th>Progress/Comments</th>
<th>Measures</th>
<th>Targets</th>
</tr>
</thead>
</table>
| 5. Operational Excellence: Empower employees, collaborate with member leaders and design and deploy reliable systems with technology that provide an exceptional customer experience. | 9 | Improve Member Leader Capability to Serve | High | 1. Post all Section financial records on SharePoint  
2. Support ML to attend Educational Conferences | Recruit SharePoint expert  
Provide financial support for Section Leaders to attend ASQ World Conference or National Loan Six Sigma Conference | Charlotte/Stefan  
Marcos | 31-Dec-2018 | proceed of Section records posted on sharepoint | 100% | 1 |
| | 10 | Increase Member Leader Engagement | Medium | 1. Develop ML skills  
2. Recognize ML Results & Contribution | Attend local Florida ASQ Leader or Fall Technical conference  
Present ML with letters of recognition, post on LinkedIn Section group page, on Section Website, and business news section of Palm Beach Post news publication | Marcos  
Marcos / Linda | 31-Dec-2018 | number of section leaders attending conference | 2 | 6 |
| | 11 | Promote Baldrige Excellence Framework | Medium | 1. Continue Promote Baldrige Framework  
2. Collaborate with Florida Sterling program | Increase membership understanding of Baldrige criteria through LinkedIn/website articles  
Attendance in June and October Conferences in Orlando and Miami Florida | Linda / Mauricio  
Linda / Marcos | 31-Dec-2018  
31-Oct-2018 | number of postings or articles | 2 | 1 |
| | 12 | Promote ISO 9001:2015 Quality Standard | Medium | 1. Communicate the requirement of cybersecurity risk based thinking  
2. initiate ISO 9001:2015 compliance for section 1515 | Dinner meeting presentation  
Develop the roadmap | Bob  
Jay | 31-Dec-2018  
31-Dec-2018 | presentation delivered | Yes | 1 |