

**Location:** [Clayton](#) Plaza Hotel  
7750 Carondelet Ave.  
Clayton, MO 63105

**Call to Order:** Welcome

**Attendance and Quorum:**

Ed Vallorani	X	Denise Arthur	X	Steve Flick	X	Kyle Jeffers		John O'Reilly	X
Kat Gowins		Nick Beary	X	Kunita Gear	X	Mark Lynch	X	Bryan Signaigo	X
Cindy Duhigg	X	Jim Ebone	X	Tony Indihar	X	Thomas Miller	X	Randy Thompson	
Chris Anderson	X								

**Minutes:** 12October2015 minutes were accepted as presented

**Treasurer's Report:** Q3 Financial Report was submitted 30October (on time). Ed's and Kat's signatures need to be added to the signature page and submitted, as well.

**Action item review:**

- Ed – Set up promo code in 123 for SLU students **DONE**
- Mark – Set up Sharepoint site **DONE**
- John – SLU set up for Jan meeting **DONE**
- Cindy – Set up spaghetti activity **ON TRACK**
- Cindy – Flyers for Dec. event **DONE**
- Ed – Check into National Sharepoint site (switched to Mark) **DONE**
- Tony – e-mail list of previous Award recipients **DONE**
- Tony – e-mail Douglas Fritz in regards to receiving the 2015 scholarship **DONE**

NOTE: Douglas Fritz is unable to attend the December meeting

**2016 Fall Conference**

- Two meetings so far
- Need 14 speakers
- Need venue by January
- Goals: break even financially/660 paid attendees
- No certification exams will be offered in conjunction

**2015 Awards**

- Dufell still open; no suggestions

**2016 Budget / Business Plan**

**Business Alliance Subcommittee Report**

**Committee Reports:**

Certification	Kyle Jeffers	Exams	
Programs	John O'Reilly	Upcoming Programs	

## LC Meeting Minutes

December 1, 2015

Education	Thomas Miller	Classes and Workshops	
Arrangements	Tony Indihar	Upcoming Venues	
VoC	Steve Flick	Survey Results	Attachment 1
Website	Chris Anderson	Planned Updates & Discussion	
Social Media	Bryan Signaigo	Update	

### ASQ Calendar Review:

- 12/2 February venue/speakers finalized
- 12/5 Certification Exams
- 12/8 Revised Oct minutes sent to webmaster
- Dec minutes sent to LC
- 1/6 March venue/speakers finalized
- 1/27 Locations/Instructors finalized for April/May Certification Prep classes

### Review of Minutes and Action Items:

Next Location: tba

Adjournment

### Attachment 1: Voice of the Customer Report

## Section 1304 Dinner Meeting Survey – Oct. 20, 2015

55 attendees filled out a survey in whole or in part this month, down slightly from last month's 59. Of those, 87% were ASQ members, vs. 78% last month.

I added a new demographic category this month, "ASQ membership duration". 41% of attendees who are members said they've been a member fewer than five (5) years. Almost 35% of members said they've been a member for more than a decade. (More on this later.)

78% of respondents said they have one or more ASQ certifications, compared with 69% in September; of respondents who said they're ASQ members, roughly 89% said they have one or more ASQ certifications, which is slightly more than what we've seen in recent surveys.

The scores for Maggiano's this month are comparable with the Engineers' Club (ECSL) in May and September. However, Maggiano's got a few more 2 and 1 scores than ECSL and more than a few *negative* comments. Most of the complaints were about "slow service" and crowding of tables – details are at the end of this summary.

October meeting scores were down from recent months. 76% said they were highly likely to attend another ASQ dinner meeting (Sept. = 78%, May = 92%). The same percentage was also highly likely to recommend our meetings to a friend or colleague (Sept., 69%; May, 83%).

Also in "Other":

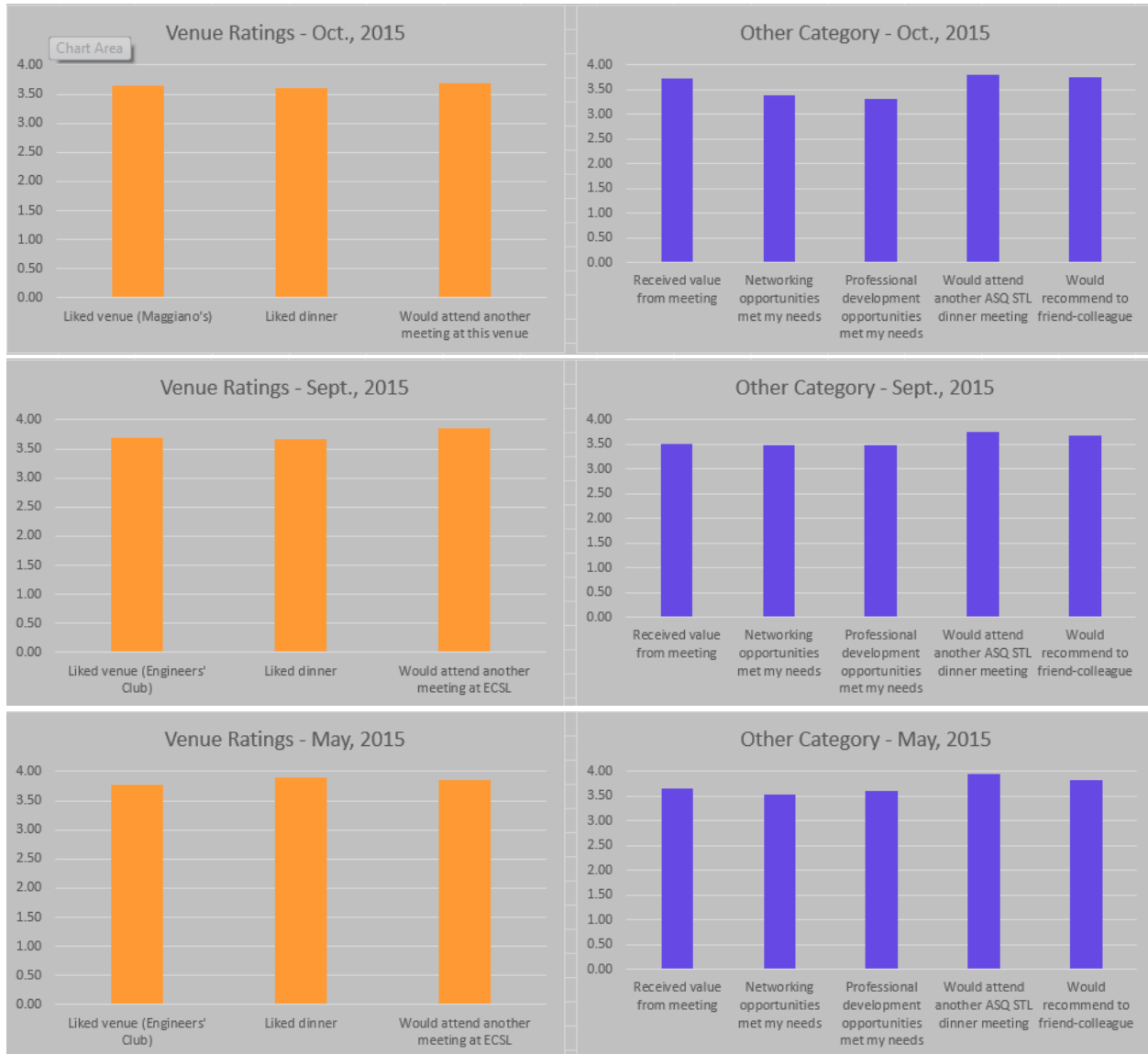
- **"I received value** from the meeting." 98% agreed or highly agreed with that statement this month, vs. 93% in September and 94% in May. However...
- **"Networking opportunities** met my needs." Only 82% agreed or highly agreed this month, compared with 97% in September and 89% in May.<sup>1</sup>
- Did **professional development opportunities** meet their needs? Agreed and highly agreed, combined, were down 6% from the last two meetings (85% vs. 91% in Sept., May). There is a significant downward trend in the "highly agreed" category over the last three meetings:
  - a) May                    64%
  - b) September        54%
  - c) October            44%

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<sup>1</sup> 53% "highly agreed", vs. 51% in September, 64% in May, 65% in April, 38% in March, 61% in February. (Trend? What trend?)

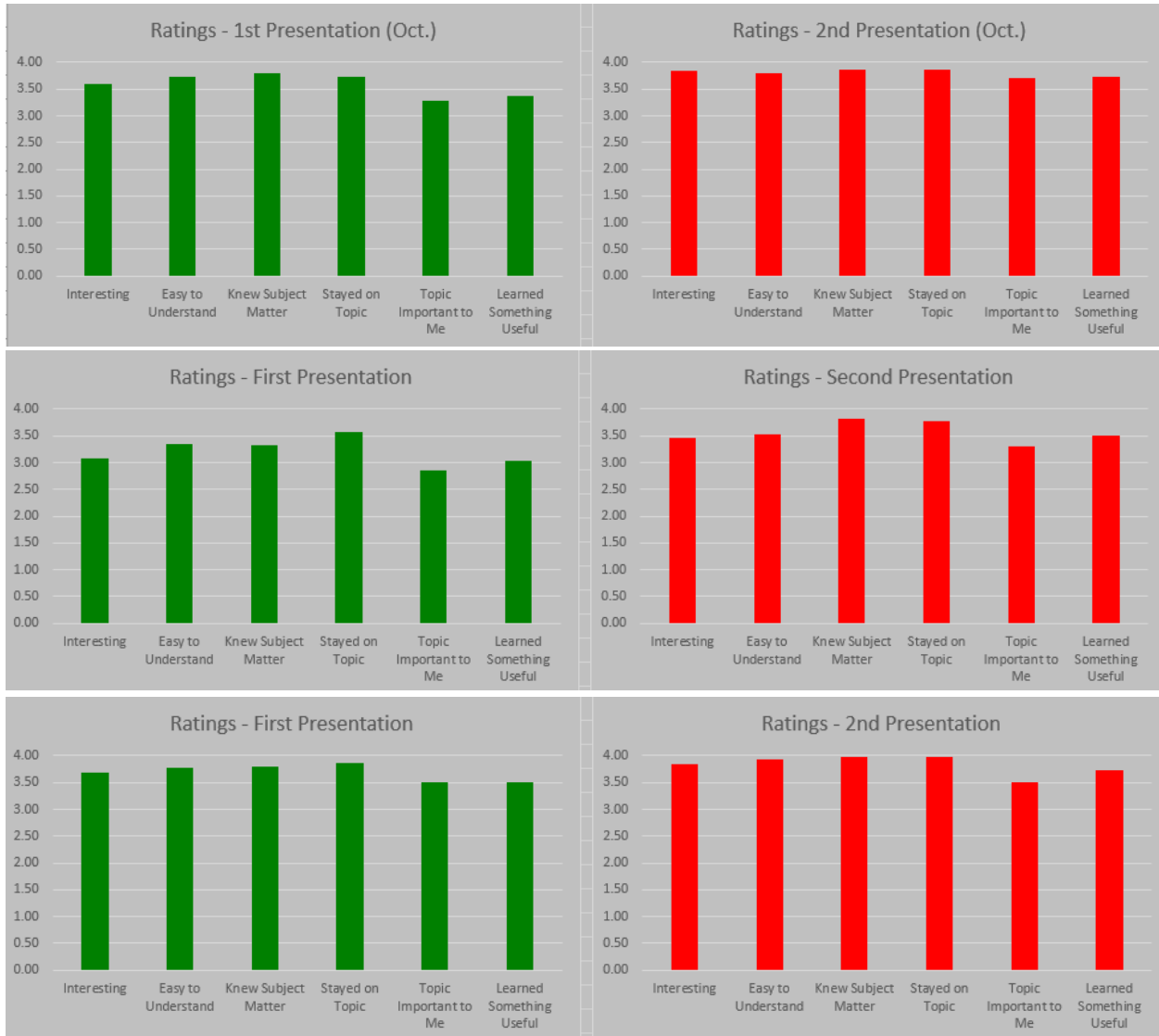
## LC Meeting Minutes

December 1, 2015



Of this month's presentations, the second received a better overall rating from respondents:

	<u>1<sup>st</sup> Presentation</u>	<u>2<sup>nd</sup> presentation</u>
<b>Mean</b>	3.58	3.80
<b>Std. Dev.</b>	0.574	0.416



Note, however, that there were more evaluations for the 2nd presenter left blank (“no response”) than for any other Section meeting in 2015 – May and September saw far fewer. This month’s meeting ended 20-25 minutes later than the end time (8:30 pm) posted in emails and on the 123SignUp page. I feel we need to manage our time more effectively during meetings.

Comments about the meeting included:

- Best dinner ever
- Apple pie rocked!
- Location nice, easy to get to
- Cruel joke to ask at registration if we are vegetarian and offer four entrees, none of which was vegetarian
- Vegetarian “options” were limited to salads
- Chicken was tough
- Food was cold when it arrived
- Service seemed unprepared
- Maggiano’s always seems overwhelmed by crowds
- Service was very slow
- Food good, service slow

## LC Meeting Minutes

December 1, 2015

- Food was good but service was slow (prefers buffet-style service)
- Service timing not good; too long between courses
- Venue a little too crowded
- Tables crammed too closely together, limiting socializing/networking
- Room too small; crowding limited networking
- Was hoping to network, mingle more; room size, seating made it difficult
- Service very slow, probably due to crowding of tables
- Service extremely slow on all counts, from water to main courses
- 1<sup>st</sup> presentation: PowerPoint very plain
- 1<sup>st</sup> presentation: Content not clearly defined for Hoshin or ISO
- 1<sup>st</sup> presentation: Hoshin kanri much deeper than portrayed - was hoping to see example of planning related to 9001 transition
- 2<sup>nd</sup> presentation: ISO 9001 comparisons too small to read
- 2<sup>nd</sup> presentation: Didn't reveal anything that hasn't been seen already on the Internet
- Personal information not updated (did not explain)
- Many "issues" with ASQ over past year (would think that would not happen to an organization with "quality" in its name)
- Wants an all-day seminar on "new ISO standard" (didn't say which one but logical to infer "ISO 9001:2015", since that was the evening's theme)
- Had to leave early

Attendees who want to be contacted:

Name	Email	Phone	Comment
Brenda Breaden	<a href="mailto:brenda.breaden@yahoo.com">brenda.breaden@yahoo.com</a>	Not given	Volunteering for the Fall Conference
Ramith Unni	<a href="mailto:ramith@gmail.com">ramith@gmail.com</a>	319-389-9136	None
Teena Rhodes	<a href="mailto:teena.rhodes@mallinckrodt.com">teena.rhodes@mallinckrodt.com</a>	Not given	Wants a copy of the second (Chris's) presentation
Patricia Thomas	<a href="mailto:patdnaseq@yahoo.com">patdnaseq@yahoo.com</a>	314-504-8205	Willing to help with Fall Conference