

**Location:** [J. Buck's Clayton](#) – Jack Buck Room  
 101 South Hanley Road  
 Clayton, MO 63105  
 (314) 725-4700

**Call to Order:** Welcome

**Attendance and Quorum:**

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

**Minutes:** April minutes were read and approved.

**Treasurer's Report:** First Quarter report to ASQ was submitted on time

**WCQI Report** Ed, Kunita, Cindy, Denise

**2015 Goals Review:** Retention rate formula was discussed  
 \*Ed will clarify how retention rate is determined  
 update: Mark determined that the formula for retention is:  

$$\lll(\text{Current Count} - \text{New Count}) / 12 \text{ Month Prior Count}\ggg$$
  
 Innovation:  
 Standard work for section roles  
 Mentorship

**Chair Topics:**

- Action item review
- Calendar review Attached
- June LC Meeting No LC meeting will be held in June

**Committee Reports:**

<p>Programs</p>	<p>John O'Reilly</p>	<p>Upcoming Programs          *John will send MOU for record</p> <ul style="list-style-type: none"> <li>• Trivia and/or Blind Auction</li> <li>• Casino Night</li> <li>• Ballroom Dancing</li> <li>• Engineering (Boat?) Contest</li> </ul> <p>*Ed will get in touch with John about these possibilities          *Ed will investigate webinar options</p>
<p>Education</p>	<p>Thomas Miller</p>	<p>Classes and Workshops</p>

Half Day Workshop

1. Florissant Valley has finally been confirmed as the location for the May 30, 2015 Half Day workshop on Value Stream Mapping with Amy Slovacek.
2. The event has been set up in 123signup and go live tomorrow, May 12, (there is still one detail I need to confirm).
3. The attached flyer is being provided to promote this event via the website and in the weekly VOC updates.

Recertification Classes

1. Both the Green Belt class and the CQA class are going well per the instructors. Classes end at the end of May.
2. Facilities have been requested from St. Charles Community College for the August classes.

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Arrangements	Tony Indihar	Upcoming Venues <ul style="list-style-type: none"><li>• Three Leaves confirmed</li><li>• Tony will confirm Kendrick's</li><li>* Tony will confirm Eng. Club for Sept.</li></ul>
VoC	Steve Flick	Survey Results were reviewed (attached) <ul style="list-style-type: none"><li>• Qualtrics surveys were reviewed, not recommended at this time</li></ul>
Website	Chris Anderson	* Cindy will send pdf of February minutes
Mentorship	Nick Beary	Update <ul style="list-style-type: none"><li>• Team will meet in July, and present plan to LC</li></ul>
Social Media	Bryan Signaigo	Update Will formulate social media rules * Bryan will meet with Kim

### ASQ Calendar Review:

Nominations by July  
Aug/Sept. Present candidates to membership  
Does this schedule allow orientation/training before term begins?

### New Business:

Next Membership Meetings:

- Sept Dave Ruddis
- Oct Chris Andersen
- Dec Awards & Scholarship

### Next Location:

Bravo! Cucina Italiana  
15 West County Center Dr.  
(at I-270/Manchester, in the mall)  
Des Peres, MO 63131

### Adjournment

## LC Meeting Minutes

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### St. Louis Section Calendar

Month	Date	Action	Responsible
April	4/20/2015	Finalized March minutes sent to Webmaster for posting	Secretary
	4/24/2015	Webmaster posts final March minutes on website	Webmaster
	4/30/2015	World Conference registration closes	All
	4/30/2015	Section Quarterly Financial Report (1st QTR - MAR)	Treasurer
May	5/1/2015	Fellow nominations due	Nominating Chair
	5/11/2015	Section 1304 LC Meeting	All
	5/18/2015	Finalized April minutes sent to Webmaster for posting	Secretary
	5/19/2015	May Monthly Meeting	All
	5/22/2015	Webmaster posts final April minutes on website	Webmaster
	5/29/2015	RD Nomination Period Ends	Nominating Chair
	5/31/2015	Section awards proposals due to Awards Board for Feb BoD	Nominating Chair
	5/31/2015	Section awards scholarship due to Awards Board for Feb BoD	Nominating Chair
June	6/6/2015	June Cert. Exams	Certification Chair
	6/5/2015	Education Chair finalizes locations and instructors for classes for Oct. Exams	Education Chair
	6/8/2015	Section 1304 LC Meeting	All
	6/11/2015	Education Chair creates classes in 123signup for Oct. Exams	Education Chair
	6/12/2015	Education Chair sends details of April classes to VoC for Oct. Exams	Education Chair
	6/12/2015	Education Chair sends details of April classes to Webmaster for Oct. Exams	Education Chair
	6/12/2015	RD Election Period Begins	All
	6/15/2015	Webmaster posts classes on website for Oct. Exams	Webmaster
	6/15/2015	Finalized May minutes sent to Webmaster for posting	Secretary
	6/16/2015	VoC begins to promote classes for Oct. Exams	VoC Chair
	6/19/2015	Webmaster posts final May minutes on website	Webmaster
	6/30/2015	2nd QTR ENDS	All
	July	7/1/2015	3rd QTR BEGINS
7/6/2015		Program Chair finalizes speakers for September meeting	Program Chair
7/6/2015		Arrangements Chair finalizes Venue for September meeting	Arrangements Chair
7/10/2015		RD Election Period Ends	All
7/13/2015		Program Chair sends details of September meeting to VoC	Program Chair
7/13/2015		Program Chair sends details of September meeting to Webmaster	Program Chair
7/13/2015		Arrangements Chair sends details of September meeting to VoC	Arrangements Chair
7/13/2015		Arrangements Chair sends details of September meeting to Webmaster	Arrangements Chair
7/13/2015		Section 1304 LC Meeting	All
7/20/2015		Webmaster posts September meeting details on website	Webmaster
7/20/2015		Finalized June minutes sent to Webmaster for posting	Secretary
7/21/2015		VoC begins to promote September Meeting	VoC Chair
7/24/2015		Webmaster posts final June minutes on website	Webmaster
7/31/2015	Section Quarterly Financial Report (2nd QTR - JUN)	Treasurer	

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VOICE OF THE CUSTOMER SURVEY RESULTS

Interesting	Easy to Understand	Knew Subject Matter	Stayed on Topic	Topic Important to Me	Learned Something Useful	Interesting	Easy to Understand	Knew Subject Matter	Stayed on Topic	Topic Important to Me	Learned Something Useful	Liked venue (Probstein Clubhouse)	Liked dinner	Would attend another meeting at Probstein	Received value from meeting	Networking opportunities met my needs	Professional development opportunities met my needs	Would attend another ASQ STL dinner meeting	Would recommend to friend-colleague	ASQ member status	ASQ certs held	Comment	Comment	Comment
3	4	3	4	3	3	3	3	3	4			3	3	2		3	3	3	4	1	1	Parking was "on street"	No water or coffee served until late	
4	4	4	4	3	4	3	3	3	3	3	3	3	4	3		3	3	4	4	1	1	Parking not good; parked some distance away		
3	3	3	3	3	3	1	1	1	1	1	1	4	4	4	2	2	2	2	2	1	2	Did not enjoy being "beta test" for 2nd presenter		
4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1	2	1st presentation - liked shift of thought from "who" to "what"		
3	3	3	4	4	4	3	3	3	3	3	3	4	4	4				4	4	2	1			
4	4	4	4	4	4	3	4	4	4	3	3	3	4	3	4	4	4	4	4	2	1	2nd presenter should have had better control over PowerPoint presentation (remote control)	2nd presenter didn't seem sure about what (content) would be next	
4	4	4	4	4	4	2	2	2		2	2				4	4	3	4	4	2	1	1st presenter got us involved	1st presenter let us share our ideas	
4	4	4	4	4	4	3	4	4	4	3	3	3	4		4	3	3		4	2	1	Leaving the US, so will not be able to attend another meeting		
4	3	4	4	4	4	2	2	3	3	3	2	3	3	3	4	4	4	4	4	2	1	Questions (1st presentation) shape our interaction and brand		
4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	1			
3	4	3	4	4	4	2	2	2	2	2	2	4	4	4	4	4	3	4	4	2	1			
4	4	4	4	4	4	3	3	3	3	3	3	4	4	4		4	4		4	2	1	My last ASQ meeting - thanks Have learned things important to my professional development	Networking part was really good - opportunity to interact with more people than the ones at my table	
4	4	4	4	4	4	3	3	3	4	3	3	4	4	4	4	3	4		4	2	1	Would like ASQ in home country (D.R.)		
4	3	4	4	3	3	4	4	4	4	4	4	3	4	3	4	4	4	4	4	2	1			
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	1			
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	1			
4	4	4	4	4	4	4	4	4	4	4	4	3	3		4	4	4	3	3	2	1	Really good experience attending ASQ meetings		
4	4	4	4	4	4							4	4	4	4	4	4	4	4	3	1			
4	4	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4	3	4	4	3	1			
3	4	3	4	3	3	2	4	4	4	2	2	4	3	4	3	3	3	3	3	3	1	2nd presentation way too dry	Hard to see how 2nd presentation would be useful on day-to-day basis	
4	4	4	4	4	4	4	4	4	4	4	4	1	4	1	3	4	3	4	4	3	2	No parking	Would not attend Probstein in spring (golf season)	No signage for entrance (?)
4	4	4	4	3	3	2	2	3	3	3	3	3		3	3	3	4	4	3	2	2nd presentation - needed a "Cliff's Notes" version; too long			
3	3	3	3	3	3	3	3	3	3	2	2	4	4	4	3	3	3	4	4	3	2	Parking at Probstein bad during golf season		
4	4	4	4	4	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	3	2			
4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	Parking on golf course a problem	2nd presentation - Too long, redundant	
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	2			
4	4	4	4	4	4	3	3	4	4	4	3	3	3	3	4	3	3	4	3	3	2			
4	4	4	4	3	4	3	4	4	3	2	2	4	4	4	4	4	4	4	4	3	2			
4	4	4	4	3	4	4	3	4	3	3	4	4	4	4	4	4	4	4	4	3	2			
4	4	4	4	4	4							4		4	3	3	4	4	4	3	2			
3	4	3	4	3	4	4	4	4	4	4	4	3		4	4	4	4	4	4	3	3			

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	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3								
	3	4	3	4	3	3	4	3	4	4	4	4	3	3	3	3	3	3	3	4	4	4	4	3	5	Bad parking!							
	3	4	3	4	3	3	2	3	4	3	1	1	1	2	1	2	2	3	2	1	2	3	2	4	2	Parking, traffic horrible	Too cold	Didn't like that they couldn't take					
	4	4	4	4	3	4	3	2	3	2	2	3	3	4	3	4	3	3	4	3	3	4	3	4	2	2nd presentation did not meet section criteria for presentations	2nd presentation too long, too detailed	2nd presentation did not engage attendees					
	4	4	4	4	3	3	2	3	3	3	1	2	4	4	4	4	4	4	4	4	4	4	4	4	2								
	3	3	4	4	3	3	3	3	4	4	3	3	4	4	4	4	4	4	4	4	3	4	4	4	2								
	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	3	4	3	4	4	4	3								
	4	4	4	4	4	4	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	3	Need better parking							
	3	4	4	4	3	4	2	3	3	3	2	1	3	3	2	3	3	3	3	2	3	3	3	4	3	Parking situation not good	Service a tad slow; understaffed						
	4	4	4	4	4	4	3	3	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	Parking was an "issue"	Service was slow						
	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	Needed additional wait staff; service inefficient	Room got too cold during dinner and 2nd presentation						
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4								
	4	4	4	4	4	4							4	4	4	4	4	4	4	4	4	4	4	4	5	Fantastic venue							
	4	4	4	4	4	4							3	4	4	4	4	4	4	4	4	4	4	x	x	Only drawback to venue was parking							
	4	4	4	4	4	4	2	4	4	2	2	3	4	4	4	4	4	4	3	3	4	4	4	x	x	1st presentation - liked audience involvement	1st presenter explained why the topic was important	2nd presenter needed to involve audience					
	4	4	4	4	4	4							4	4	4	4	4	4	4	4	4	4	4	x	x	Consider making this survey electronic							
	3	4	3	4	3	3	3	4	3	3	3	4	4	3	4	3	4	3	3	4	3	4	3	3	2								
<b>Mean</b>	3.74	3.88	3.78	3.96	3.60	3.74	3.07	3.24	3.51	3.41	3.00	3.07	3.55	3.72	3.57	3.64	3.59	3.51	3.83	3.76	2.77	1.96					27	14	4	45			
<b>Std Dev Overall Mean</b>	0.443	0.331	0.418	0.198	0.495	0.443	0.789	0.743	0.695	0.726	0.915	0.925	0.709	0.502	0.773	0.570	0.674	0.585	0.433	0.517	1.107	1.149											
<b>Overall S.D.</b>						0.413						0.818																					
<b>Four</b>	37	43	39	48	30	37	14	18	27	23	15	17	31	34	33	31	33	26	40	40													
<b>Three</b>	13	6	11	2	20	13	20	21	15	17	17	16	16	11	10	12	13	19	6	8													
<b>Two</b>	0	0	0	0	0	0	9	5	2	3	9	8	0	1	2	2	2	2	1	2													
<b>One</b>	0	0	0	0	0	0	1	1	1	1	3	3	2	0	2	0	1	0	0	0													
<b>Blank</b>	0	1	0	0	0	0	6	5	5	6	6	6	1	4	3	5	1	3	3	0													
	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50													
<b>Student</b>																									14				29.79%				
<b>Regular</b>																									18				38.30%				
<b>Senior</b>																									11				23.40%				
<b>Fellow Not a member Did not respond</b>																									0				0.00%				
																									4				8.51%				
																									3				6.38%				
<b>No certifications</b>																													50				38.00%
<b>One cert</b>																													18				36.00%
<b>Two certs</b>																													5				10.00%
<b>Three certs</b>																													3				6.00%
<b>4-6 certs</b>																													2				4.00%

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7-10 certs  
 More than 10  
 Did not respond

			Highly agree that meeting met my networking needs	31	33	26	40	40	0
			Agree that meeting met my networking needs	12	13	19	6	8	0
			Disagree that meeting met my networking needs	2	2	2	1	2	0
			Highly disagree that meeting met my networking needs	0	1	0	0	0	0
			Did not respond	5	1	3	3	0	3
				50	50	50	50	50	

50

0.00%

0.00%

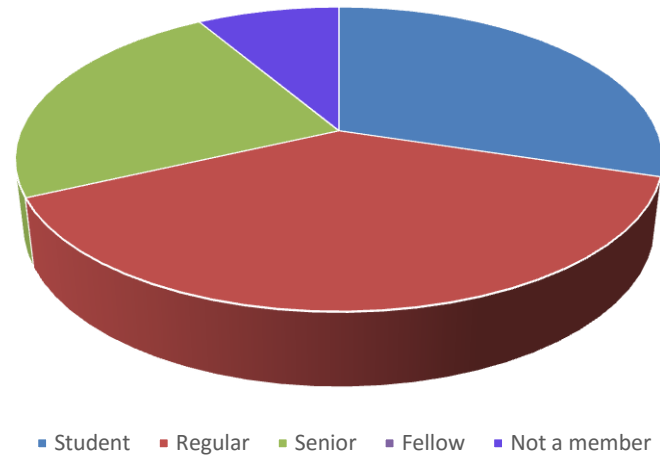
56.00%

6.00%

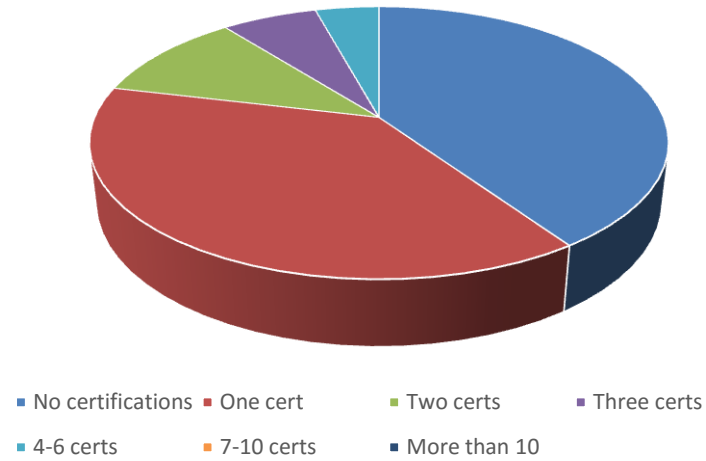
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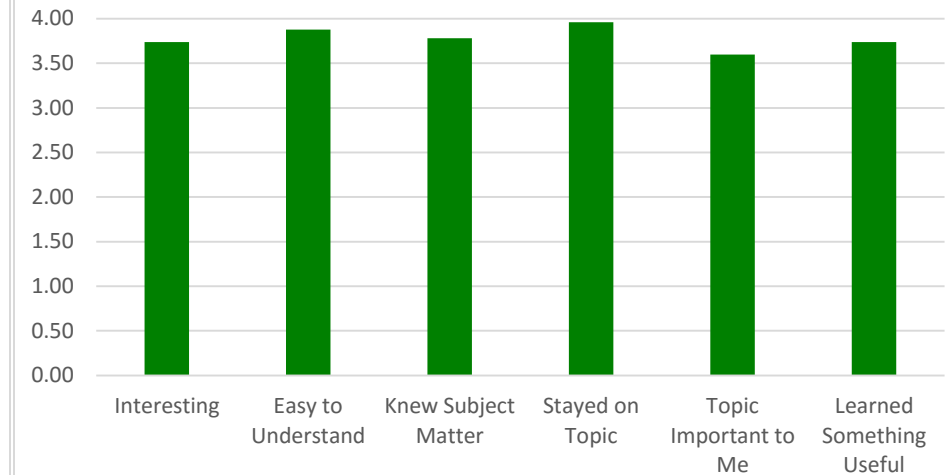
### Membership Status



### ASQ Certifications



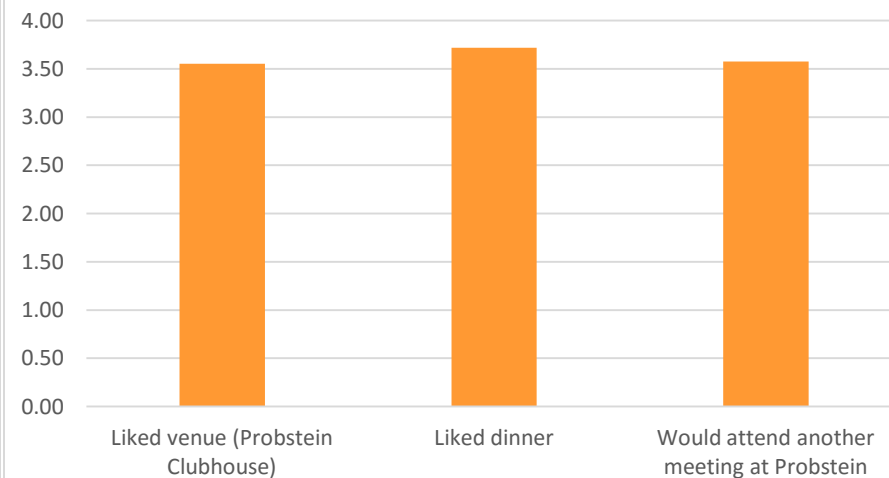
### Ratings - First Presentation



### Ratings - 2nd Presentation



### Venue Ratings



### Other Category

