

Attendees: **Rob Herhold, Dean Greathouse, Jim Ebone, Tom Heusler, Eric Schellenberg, Steve Mundwiller, Tony Indihar, and Cheryl Ferguson.**

Minutes taken by Dean Greathouse

Called to order at 6:05 pm  
Meeting closed at 8:23 pm

1. Secretary
  - a. Minutes of last Leadership meeting.
    - leadership committee discussed, reviewed & approved the minutes from the last LC meeting.
2. Treasurer/Auditor
  - a. Year to Date
    - leadership committee discussed, reviewed & approved the Treasurer report.
    - leadership committee would like to have financial report (compare 2003 to 2004).
3. Around the table
  - A. leadership committee request up date on Fall Tech Conference
  - B. We need to let students know what to bring when they take exams.
  - C. need new idea's for December 2005 General Meeting
  - D. leadership committee discussed, reviewed & approved going back to tri-fold (off month)
  - E. leadership committee discussed & review SMP 2005-2006 proposal & Business model. Rob will e-mail the proposed org chart for 2005/2006 to leadership committee for discussion at February 8, 2005 LC meeting.
  - F. Rob told leadership committee there is an issue with the Spring Conference. AAIM will not host Spring Conference for various reasons. The leadership committee discussed, reviewed & gave Rob approval to search for a new site for the spring conference Rob will speak with Brenda about crafting a letter to AAIM after a new site is found.
  - G. Tom Heusler is looking for general meeting topics. He is working with Flo Valley, St Community College.



# Business Plan for Section St. Louis Section 1304

Submit your section's 2004-05 plan to HQ ([smp@asq.org](mailto:smp@asq.org)) and your RD by October 1, 2004. Achieve 75% of your goals and submit completed plan and cover letter to HQ ([SMP@asq.org](mailto:SMP@asq.org)) and your RD by September 1, 2005.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status^	Results†	% of Goal Achieved‡	Contact*	1-11-05 Minutes
Increase Member Value	Ensure Fiduciary Responsibility	Stay within or exceed budget requirements (New)	Annual	Performance to budget	+3% or > budget	YTD +26%			J. Seibold	Doing Well
Increase Member Value	Membership meetings	Schedule and hold membership meetings	Annual	No. of meetings	9	3			T. Heusler T. Indihar	On Track 2/05 – MO Team Quality 3/05 – Plant Tour 4/05 – Awards 5/05 – May 10 <sup>th</sup> Looking for ideas 6/05 – Combined
Increase Member Value	Provide high quality workshops and speakers	Increase member attendance at dinner meetings. (New)	Monthly	Increased attendance	Annual average 5% increase over 2004/05	YTD -4%	Lower for Dec 04		T. Heusler	Lower for Dec 04
Increase Member Satisfaction	Conduct meeting evaluations	Administer a membership meeting survey for each workshop and speaker. (Sustaining)	Monthly	% Satisfied	Average overall satisfaction rating of 3.5 or higher	YTD 3.9			T. Heusler	4.82 % (increase) good trivia nite
Increase member value	Utilize diversity. Increase collaboration with external organizations	Hold meetings with other professional societies. (New)	June-05	Number of meetings	1				T. Heusler	Work in Progress
Increase Member Value	Place ads for meetings	Place ads in the public domain for membership meetings	Annual	No of ads	4	4			S. Mundwiller	Continued Progress on the East Side. Progress on MO side. Advertising in the Post
Increase Member value	SMP	Participate in SMP (Sustaining)	On-going	Performance to business plan	75% goal accomplishment				R. Herhold T. Pterydy	On-going – Close to 75% goal
Increase Member Value	Leadership Committee participation	Track leadership Committee meeting attendance. Distribute meeting agendas and track action items (Sustaining)	Monthly	Attendance	50% average	YTD 53%			B. Bishop	Brenda will up-date We need data labels on flow charts
Increase Member Value	Leadership Committee Meetings	Schedule and hold leadership committee meetings	Annual	No. of meetings	10 or greater	6			B. Bishop	On-Track
Increase Member Value	Conduct section survey	National Survey (Sustaining)	On-going	Increase satisfaction	Exceed 2003/04 average				B. Bishop	Survey conducted by National. LC is waiting for results.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status <sup>^</sup>	Results <sup>‡</sup>	% of Goal Achieved <sup>‡</sup>	Contact*	1-11-05 Minutes
Increase Member Retention	Retention	Contact unpaid members to encourage membership participation. (Sustaining)	On-going	Number of unpaid members contacted	40%				S. Young	Difficult to get information from National to do this.
Improve Member Retention	New member Recognition	Recognize all new standard memberships (i.e. phone, letter or other notification. (Sustaining)	On-going	Number of new standard members recognized	100%	Current 100% as of 1/11/05			S. Young	100%
Increase Member Value	Senior membership	Promote senior membership benefits. (Sustaining)	On-going	# of senior members	8 senior members	8 as of end of 1-11-05			J. Ebone	100%
Increase Member Satisfaction	Education	Administer a satisfaction survey at the conclusion of each refresher course. (Sustaining)	Each course	% satisfied	3.5 or higher average score	YTD 5			C. Turnbull	Only fail CQA reported (5.0/5.0) CQIA has not reported. We need date added to SMP by next meeting
Increase Member Value	Education	Track refresher course pass rates and compare with national averages. (Sustaining)	Each Course	Pass rate	Meet or exceed national average				C. Ferguson CQA 75% Local COE 37% Local	We need to call Classes –no dates from National LC needs pass fail rate from Carter. Compare national vs. Section April 05
Increase Member Satisfaction	Awards	Recognize section members who pass certification exams. (Sustaining)	April-05	Number of recipients	Recognize all certification recipients				LC needs to check w/ Sally & Joe to see if they are interested.	T. Heuster is looking for speaker awards. S. Young & Joe - Recognize section members who pass certification exams
Increase Member Value	Certifications exams	Administer certification exams	Annual	No. of exams	4	2			C. Ferguson	On-Track June 05
Increase Member Value	Scholarship	Award scholarship to deserving student (requires applicants)	April-05	Evaluate applicants	Scholarship awarded	5			T. Indihar	Five application rec'd
Increase Member Value	Conference	Organize and Conduct a Spring Conference. (Sustaining)	April-05	Number of Attendees	Conduct conference				R. Herhold	April 29, 2005 Rob 3 potential sponsors. Rob is still looking for conference sponsors and ideas or contacts
Increase Member Value	Web site maintenance and enhancement	Improve and promote use of section's web site. (Sustaining)	Annual	Hits on web site	1200 Monthly average	YTD 1183 Monthly average			E. Schellenberg	Dec 2004 1401 Hits
Increase member value	Newsletter	Meet all scheduled commitments for newsletter and meeting announcements. (New)	On-going	Mailed on time	100% on time	YTD 100%			C. Ferguson	On-Time Going with Tri-fold. No change in postage.

Columns with bold headings are required.

<sup>^</sup> 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)

<sup>‡</sup> These columns must be filled in when plan is submitted for the Total Quality Award.

\* Who is responsible for this activity?