

| Objective | Category | Activity Title | Activity Description | Responsible | Measure | Goal |
|-----------|-----------------------------|--|--|---|---|-----------|
| 1 | Section Performance | Institute standard operating procedures for section | <ul style="list-style-type: none"> - Document/assign backup for each section position - Assign vice-chair - Add/remove authorized signers on Bank accounts - Train Program committee board members to use Acteva | Wai, Mike Spencer, Jeanne, Mike Ahmadi, Dawn | Documented backups and processes that would be transferred at end of term | 1/1/2010 |
| 2 | Section Performance | Complete section requirements for ASQ Total Quality Award | <p>May 1, 2009- Submit required elected officers online to ASQ National Jul 1, 2009 - 2009/2010 Board installed</p> <p>June 30, 2009 - Submit required committee chairs to ASQ national</p> <p>August 15, 2009 - Submit Audit 2008/2009 of Section books</p> <p>September 1, 2009 - Submit completed Plan (75% goals achieved) and cover letter to HQ for 2008/2009 Plan</p> <p>October 1, 2009 - Submit your section's 2009-2010 plan to HQ (smp@asq.org) and your RD</p> <p>October 1, 2009 - Submit Operating Budget to ASQ National (must correspond to Business Plan)</p> <p>January 10, 2010 - Submit 1099 form to ASQ HQ</p> | Wai, Mike Spencer, Jeanne, Arlene | Meet all requirements by dates | 6/1/2010 |
| 3 | Section Performance | Track & report on section metrics | Use data captured in Acteva, section survey and web hosting tool to monitor and track section communications, event registration, and section membership input | Dawn, Darrell, Mike Ahmadi, Mike Spencer, Arlene | Reporting mechanism utilized and data presented in final report | 4/30/2010 |
| 4 | VOC | Gather information about section members needs | <ul style="list-style-type: none"> - Continue to utilize on-line survey to request input from section members- semi-annually - Continue to utilize online/paper survey for the section's events- monthly or as held | Mike Spencer, Mike Ahmadi, Darrell | Information collected, analyzed, published and archived for later review | 3/30/2010 |
| 5 | EXPANDING CONSTITUENCY BASE | Optimize section communications | <ul style="list-style-type: none"> - Continue monitoring and updating of website - Develop and adhere to newsletter calendar | Dawn, Wai, Mike Ahmadi, Blaine | <ul style="list-style-type: none"> - Content added and number of hits per month. - Monthly communications calendar continuously updated | 6/30/2010 |
| 6 | EXPANDING CONSTITUENCY BASE | Integrate event scheduling and networking information for SF/bay area sections | Work with other sections on how to coordinate activities and website announcements. Share/consolidate tools where possible. | Dawn, Darrell, Mike Ahmadi, Mike Spencer, Wai, Blaine | Inclusion of links to other sections event information in section publications and on website; manage joint LinkedIn group to improve networking; use Twitter to announce activities and events; consolidated calendar for sections, joint networking activities. | 3/1/2010 |
| 7 | EXPANDING CONSTITUENCY BASE | Attract/retain section members | <ul style="list-style-type: none"> - Offer season pass options to make it affordable, easy for members to register for events. - Send letter to those members who have not renewed ASQ membership. | Mike Ahmadi, Darrell, Wai, Jim | <ul style="list-style-type: none"> - Sell a minimum of 12 season passes. - Standard letter of renewal sent to members and tracking of renewals per month. | 12/1/2009 |

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| 8 | EXPANDING CONSTITUENCY BASE | Develop Program schedule of events of interest to section members | <ul style="list-style-type: none"> - Brainstorm with board of directors and section members to identify a wider variety of events, speakers, and locations - - Organize program committee with variety of section members to assist in organizing events that are of more interest to section members - Sponsor a local scholarship/local event | Mike Ahmadi, Mike Spencer, Wai, Kate, Dawn | <ul style="list-style-type: none"> - Seminar identified, and communicated in newsletters at least 2 months before the actual date - Identify more than one location for section dinner events - Identify and sponsor a scholarship/local event that is meaningful for section membership | 3/1/2010 |
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