

# ASQ Audit Division Quarterly DMC Meeting

## MINUTES

MARCH 11, 2008

CONFERENCE CALL

MEETING CALLED BY	John Mascaro, Audit Division Chair
PURPOSE	Quarterly DMC Meeting
FACILITATOR	
NOTE TAKER	Nancy Boudreau, Secretary Audit Division
TIMEKEEPER	N/A
ATTENDEES	John Mascaro Division Chair, Quitman White Arrangements Chair, Nancy Boudreau Secretary, George Callender Chair Elect, Peter Gauthier Vice Chair Admin, Cindy Miller Membership Chair, Kim Olson, ASQ HQ, Dennis Welch 2008 Conference Program Chair, Denise Wynne Technical Committee Chair.

Call to order: Welcome and introduction by John Mascaro, Division Chair at 6:07 pm EST

Business: Roll Call  
Verified a quorum is present in order to conduct business (2 division elected officers and 3 voting members of the division management committee.)

Approval of Minutes: Minutes approved, no corrections

DISCUSSION	John -Financial	
<p>The Audit Division has \$148,000 in its checking and money market accounts. Membership revenue for the 7 months ending January 31, 2008 was \$31,020. Investment revenue for the seven months ending January 31, 2008 was \$807. Royalties for January to June 2007 were \$6,092. Total division revenue from all sources for the 7 months ending January 31, 2008 was \$305,056. Expenses for the 7 months ending January 31, 2008 were \$267,205. Nearly \$230,000 of the expense is due to annual conference. The net surplus (net income) for the 7 months ending January 31, 2008 was \$37,850.</p>		
CONCLUSIONS	We have a strong balance sheet and we need the budgets and plans for the upcoming year.	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Submit a budget and an action plan for your committees	All committee chairs	3/31/08 for Strategic planning meeting
DISCUSSION	Cindy and Peter - Pins	
<p>Cindy sent the membership and CQA pins she had and the lists of people already receiving pins from the Audit Division Conference and the World Conference to Kim at HQ. Kim has sent out pins to the people that contacted her through HQ. It is possible that we may need to order more pins, although Quitman has approximately 2000 more. Kim will begin to send out the pins to those members that are active, paid members and active division CQAs. If she needs more we will then order more. Kim believes she will have most of what she has sent out by WCQI in May.</p>		
<p>Peter – Newsletter – The second layout has just come back for proofing and the newsletter should be finalized on March 18<sup>th</sup>. It will be posted on the website on the 18<sup>th</sup> and it will take another 4 days for the broadcast e-mail to go out directing members to the website. We will be attaching a .pdf version of the newsletter to the e-mail so members have the option of viewing the newsletter directly from their e-mail or clicking on the link to the newsletter on the website.</p>		
<p>Peter said that Mark is having a problem getting articles from people on time and that in turn causes the newsletter to be late. Johns said that we all need to do better getting articles to Mark. John had sent an agreement to the IRCA to exchange articles, however the person he was working with has left and his replacement needs to review and understand the agreement. They have several great articles we can use but we can't use them until the agreement has been signed</p>		

<b>DISCUSSION</b>	Dennis – 2008 Conference	
<p>Dennis has received 4 tutorial abstracts and of course the CQA refresher. He said that he seems to be having problems getting abstracts for the sessions. This year we have 6 tracks which means we have to have 60 speakers. He is looking for lists of people from which to solicit speakers.</p> <p>He has sent Doug a proposed conference committee org chart but hasn't gotten a response yet. Some of the big things that he needs help with are marketing, publications and sponsors. John said that he is working on sponsors and has sent out e-mails to potential sponsors. He has also started the publicity, working with Lisa at HQ getting a "hold this date" postcard ready to send out. If anybody wants to jump in and help please feel free. John said that we all have to start assuming roles to get this done right. If something is lagging behind or if anyone needs help with anything they should say something so someone can jump in and help out. Quit says the local section is very anxious to be involved and we may be able to get some volunteers there. Dennis should send an e-mail to the local section chair with job descriptions of the volunteers that he needs. The local chair can then find volunteers to fill the openings. George sent some information about the "Major General" that he got from the local section to Dennis. The lady he spoke with said that he is excellent and his sessions are well attended.</p> <p>Dennis is working on keynotes with John and we have a couple of prospects. Doug is trying to get CEOs but is having trouble getting to them. John suggested that Paul Borowski from HQ might make a good keynote giving his presentation of "ASQ, The Next Five Years." Dennis would like to have Mike Micklewright do his "Deming" presentation.</p> <p>The letter to Augusta National went out on 2/27 but there has been no response yet. Quit said the visitors bureau wants us to give them some information so they can post it on their website.</p>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Send an e-mail to the local section chair and tell him what volunteers are needed for the conference	Dennis	
Contact the Augusta convention bureau and give some information about the conference to Peggy	Dennis	
Send member and CQA pins out to members	Kim	By WCQI

<b>DISCUSSION</b>	John Strategic Planning	
<p>We have a strategic planning meeting on 4/4 and 4/5 in Tucson where the 2009 conference will be held. During the conference we will have the entire hotel. It is a resort and they have very nice suites with fireplaces and bars and other amenities. We are looking for input from the DMC for strategic planning items. George and others have already sent lists of ideas to John. John encouraged the members of the DMC to think about activities they want to do and put together a plan and a budget. John noted that it was good we want to do things and we have the resources but it is important we budget for them so we can track where the money is going.</p> <p>The 2008 world conference in Houston is coming soon. We are doing the CQA Refresher on Thurs and Fri and the regional councilors will be attending as part I of their "Train the Trainer" training. We currently have 14 paid attendees as well. There is Leadership Training on Sat. and Sat night is the McDermond award presentation. Since the Regional Councilors will be there Thurs and Fri those that are staying for the conference may be able to help assemble the booth.</p> <p>Quit is trying to plan a Regional Councilor dinner. George suggested that Thurs night would be best because some of the RCs are not staying for the conference and are leaving Fri pm. George suggested that it might be a good idea to have a function and have all of the RCs together in one place along with the officers so George can make a presentation (Maybe discussing the new metrics??) and the officers can get to know the RCs and vice versa. George will put this cost into his budget.</p> <p>John – Sponsor Solicitation - John will follow-up with sponsors on Mon of WCQI. Any members of the DMC who wish to have business cards should make their own following the branding guidelines on the SharePoint site. John will make cards for anyone that wishes to have cards but cannot make them themselves.</p> <p>Quit asked Kim if we were allowed to put anything on the back such as our address as the front is limited in the amount of information that can be added. Kim said she didn't think there would be a problem as long as the information was for ASQ business.</p>		
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>

Send Dennis a list of RCs that are coming to the refresher	George	Done 3/12/08
Arrange dinner meeting for RCs and DMC members for Thurs evening after CQA refresher	Quit	
Can we put something on the back of the business card?	Kim	

<b>DISCUSSION</b>	Nancy – CQA Refresher	
<p>Nancy said that we are presenting the CQA Refresher at WCQI. Currently we have 14 paid attendees and 10 regional councilors that will be attending. We may split the class into 2, one for the RCs and one for the paid attendees if Quitman can get the extra space. Ruby and Cindy will be teaching the class. If we are able to split the class in 2, either John or Nancy will teach the paid attendees while Cindy and Ruby teach the RCs. Dennis said if we needed an additional instructor he would be available. Nancy also reminded everyone that this would be part I of the Train the Trainer for the RCs and before they could be certified they would have to do a practice teach. This is being considered for the Audit Division conference in Oct. Nancy wanted to ensure that the RCs realized there was another commitment before they became certified in case they wanted to change their minds about attending the class at WCQI. Nancy also stated that she is working on a package for the RCs that will contain things like instructions, etc. Some of the things such as how much to charge for the section refreshers will be discussed at the strategic planning meeting.</p>		
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Contact Shirley to see if another room is available for the CQA Refresher at WCQI.	Quit	
Produce a packet for the RCs	Nancy	
Discuss details of the logistics for the section refreshers at the strategic planning meeting, including price.	Officers	
Add discussion of CQA section refresher to the strategic planning agenda	John	

<b>DISCUSSION</b>	Dennis -booth	
<p>They are ready to send the proof of the table top and when he gets it Dennis will send it to John. Regarding the booth, Jennifer is working on getting the information to Skyline. Dennis stated that Skyline has assured him that the booth will be back to us by April 18<sup>th</sup> in time to make the truck for WCQI. Quit, Peter and John went to Milwaukee and set up the booth to document the damage. ASQ will reimburse all expenses associated with the booth repair. Dennis is putting together directions on how to assemble the booth. ALL of the pieces will be labeled.</p>		
<b>DISCUSSION</b>	Denise – World Conference Technical Committee	
<p>Denise said that technical committee members are assigned 7 or 8 different presentations. All of Denise's folks have been in contact with her. Denise also volunteered to be a moderator at WCQI. She will moderate 2 sessions and will then be available to work the booth or attend other meetings. Denise likes being on the technical program committee and recommends it to anyone that is interested. She is impressed with the process for receiving and reviewing papers and would someday like to see the Audit Division do the same thing for its conference. Denise thinks this could include an automated upload of potential papers. John asked Denise to help Doug and Dennis seek out people to speak at our conference and she agreed. She thinks we should advertise our conference anyway we can. She sent Doug and Dennis information about publications for advertising the conference.</p> <p>We need to schedule a conference committee meeting in July for the 2008 conference</p>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Send the list of publications for advertising to John	Denise	Done 3/11/08
Ask Doug about a committee meeting in July for the 2008 conference	Dennis	

<b>DISCUSSION</b>	George - RCs	
<p>We were asked to send the table top display to St Louis. But Lawrence Mossman the RC for region 13 will not be able to do it. This is a good example of why we need deputy regional councilors to serve as alternates. George asked Larry if he had a deputy and he has not gotten back to George yet. Some RCs have been able to retain deputies but others haven't. George has contacted all of the volunteers that John has sent him. After hearing what the position involves, no one has</p>		

stepped forward to take the position. We need to take a hard look at this at the planning meeting. George will include money in his next year's budget for promotional items for RC giveaways at section meetings. He is getting requests for promotional items from RCs. He thinks that \$500 is a good number for this year and he will budget for promotional items for next year. We need something to monitor the expenses charged by the RCs. George will develop a procedure for monitoring expenses. If any RC sends expenses directly to Ruby for payment without having George's approval, Ruby should return it to George.

Metrics to assess regional councilor performance – George thinks this will be easy. He has taken all of the items from section 15 of the RC Handbook and created a matrix in order to keep track of performance. He is going to assign a point value to each item and score the RCs based on how well they perform to each item. This matrix and scoring system can be used for determining the regional councilor of the year. We will need to have objective evidence that the RCs performed as stated. Division awards – John still has procedure and he will get it back to George this week because we should be getting nominations for this year's presentations.

**CONCLUSIONS**

**ACTION ITEMS**

**PERSON RESPONSIBLE**

**DEADLINE**

Process to monitor expenditures of RCs	George	
Review award procedure and send it back to George	John	
Send out "Faces in Quality" example to the DMC.	John	
Send arrival and departure information for WCQI to Quit.	Officers	

**DISCUSSION**

John – Faces in Quality.

We would like to highlight a member of the division in each newsletter along with their picture and a blurb. This allows us to become more familiar with the members and also allows the members to meet us. We will solicit members through the newsletter and via the web site.

George wanted to know whether or not Shyam Banik's expenses to attend the CQA Refresher were approved. Yes votes were received from Nancy, Peter, Quit, George and John. Shyam's expenses are approved.

**DISCUSSION**

Cindy - Membership

Membership Report for February 2008: Regular 4424, Senior 5329, Fellow 87, Honorary 0, Student 39, Sustaining 41, Forum 21, Associate 138, New 160, Renew 252, for a total of 10,123.

New volunteer follow up - Cindy hasn't heard anything from any volunteers. Peter sent out a follow up e-mail to volunteers and he has spoken with 2 of the 3. They indicated they had signed up a long time ago and were not contacted. Peter has one woman who will do some things but not by phone and is willing to work during the evening. The gentleman that hadn't been contacted for 2 years has allowed his membership to lapse and may not renew. Peter thinks that having the business meeting on Sat after the conference may be a way to identify volunteers. We also need a process for responding to volunteers. We will discuss this further during our strategic planning meeting.

Meeting adjourned at 7:45 pm

**CONCLUSIONS**

**ACTION ITEMS**

**PERSON RESPONSIBLE**

**DEADLINE**

**STATUS OF OPEN ACTION ITEMS**

**PERSON RESPONSIBLE**

**DEADLINE**

Send Peter an e-mail to determine status of pin mailing	John	Complete
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Write a letter to Augusta National to help them understand what we want Give them a description of the conference and what role we see them playing	Doug	Complete
Attend section meeting of Augusta Section in the Spring to give an overview of the conference and expectations of the section	John, Doug and Quit	Completed
Site hotels for 2009 conference	Quit	Completed
Contact Shirley and confirm booth location at WCQI	Quit	Completed
Send an e-mail to the regional councilors to determine who is interested in attending the train the trainer class for the CQA refresher at WCQI in order to present the refresher to their local sections. Interview the respondents to determine who is qualified and the support they may need. Ensure they are aware that we will not pay for conference attendance. Then put together a list with support requirements to present to the DMC.	George	Completed
Check with Kim about putting minutes on the website.	Mark/Pete	Open
Write a letter for new members and one for renewing members to send to Kim to be sent with the pins.	John	Completed
Send the pins to Kim along with the CQA Exam Refresher brochures	Quit	Pins sent, Brochures not sent
Put together the pin package and do a bulk mailing	Kim	In process
Cross reference volunteer list on SharePoint to those who received the letter	John	Completed
Verify that the sustaining member packages went out.	Peter	Completed
Send an e-mail to the DMC to vote on reducing the number of newsletters from 4 to 3 annually.	Nancy	Completed
Send a letter to Augusta National regarding representation at our conference in Oct.	Doug	Completed
Send Denise e-mail about being 2009 conference chair	John	Completed
Price on business cards.	Kim	Removed
Give a presentation to Quitman for the section meeting in Augusta on 2/21.	Doug	Completed
Find out about displaying historical information at HQ	Kim	Open
Check out the websites of potential venues for the 2009 conference and give your opinion	All officers	Completed
Complete the review of the Draft Regional Councilors Handbook provided by George on 1/18/2008 and provide feedback to George	John	Completed
Complete the review of the draft Gauthier Award Procedure provided by George in July and provide feedback to George.	John	Open
Add Division Awards to the Strategic Planning meeting agenda	John	Completed