Chair’s Corner
by Dale Weeks

Extending and Expanding Our Division Over the Next Several Years

Hello!

I’d like to begin by telling you why I have chosen to be the chairperson of our division this year. For the greater part of the last 30 years, I have been intimately engaged in the process of managing large institutions across this country and beyond, in both the public and private sectors, from a focused performance excellence perspective. This has included large Fortune 500 companies (Xerox, General Mills), Department of Defense agencies (Army, Navy), as well as the public sector at the state level (agencies in both Minnesota and Florida), with a most recent focus on global business process management benchmarking with Baldrige winners, from a distinct, external customer-driven or market-driven viewpoint.

And, for approximately 10 years, I have been a committed member of the ASQ Government Division and have followed the gradual transformation of ASQ from a quality officer professional association to one that now hopes to integrate all of its product offerings to have meaning across the entire enterprise, to include the chief executive officer and C-officer levels, and for society as a whole. From a strategic perspective, ASQ and the Government Division hope to extend their influence on nations as a whole—for all of our global citizens. ASQ will be a part of Juran’s intended legacy to us all—“to help [your] fellow man.”

Where I have been in both the public and private sectors for the last 20+ years has been “breaking the mold” of the way things are done in government and business, with a distinct outside-in, performance excellence, and customer/citizen focus. ASQ continues to be a part of this global performance excellence transformation process. As the chairperson of our division this year, I hope to help extend and expand our ASQ role in this change process and I encourage you, as members of our division, to join with me in this important endeavor.

More specifically, what does this mean for our division this year? Our membership continues to grow. We currently have close to 1,300 members through October 2008 and we are optimistic that we will again experience growth this year. Our renewal rate is close to 70 percent we are hopeful for a 10 percent improvement for 2008-09. As always, we value each one of you as our primary divisional customers and will continue to seek your input on how we can strengthen our service offerings to you. Please let us know how we are performing.

Our 07-08 Accomplishments and 08-09 Business Plan

Our major deliverables last year for our members/customers and our plans for the coming months are reflected below.

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<th>07-08 DIVISION ACCOMPLISHMENTS</th>
<th>08-09 BUSINESS PLAN ACTIVITY</th>
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<td>1. Quarterly newsletter – This is still our major division product.</td>
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<td>2. Government Division webinar series –</td>
<td>2. Conduct 6 to 8 webinars – Webinars will</td>
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Topics including Lean Six Sigma and the Baldrige Award were well attended.

| 3. Lean training webinar #1 – By using a grant from the Division Affairs Council, we delivered our first Lean Training webinar, as designed by Ken Miller, a leading acclaimed speaker, presenter, and author of *We Don’t Make Widgets*. This webinar is now available on the web for all of our members. |
| 3. Produce our second training webinar – Continue our partnership with Ken Miller on how to accomplish “faster, better, cheaper.” |

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| 4. Benchmarking and network sharing – We continued our regular discussion, dialogue, benchmarking, and networking via our monthly teleconference calls and beyond on a more regular monthly basis. |
| 4. Conduct monthly teleconference calls – Continue calls with a greater level of participation of our leadership team and membership. |

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| 5. Leadership Dialogue – We completed our fifth LDS event in Houston, TX. |
| 5. Review LDS events and build discussion groups in selected locations – Locations should include Toronto, Washington, DC, Seattle, etc. |

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| 6. Continue Healthcare Division collaboration – Explore additional areas of common interest, such as Baldrige, etc. |

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| 7. Alignment with ASQ in Milwaukee – We strengthened our link and/or alignment with ASQ headquarters via a greater involvement with the strategic market planning units and with the Division Affairs Council. |
| 7. Continue to partner with ASQ on:  
  ➢ Public Policy Advisor Council (PPAC)  
  ➢ Knowledge Center  
  ➢ Information on ASQ training offered to government (Sal Agnelo)  
  ➢ Invitations to the World Conference on Quality and Improvement (WCQI) |

Speaking on behalf of our entire division, my sincere thanks go out to Guy Gordon, Brian DeNiese, Bruce Waltuck, Terry Simmons, and Howard Schussler—our 07-08 leadership team. They were instrumental in making these accomplishments a reality. Their commitment to ASQ and our division is truly appreciated (I hope you can hear the round of applause from each of our members!). It is our challenge to meet and exceed these accomplishments this year as well.

**Learning More About Our Division – Listening to Your Voice, Our Customer – October 29, 2008 Webinar**

To kick off our 2008-09 year, we conducted an introductory one-hour webinar that included a more in-depth review of where our division has been and is going in the next several years. You are invited and encouraged to log on to our ASQ Web page below to see and hear what your division leaders have planned for you. We continue to listen to you as our “voice of the customer” and seek to deliver products and services that you have requested.


Your ideas are always welcome.
Succession Planning: Call for Additional Divisional Leadership and Involvement

Finally, as we continue to grow and develop, I would be remiss if I did not mention our ongoing need for additional division leaders. Most of us have heard of “succession planning” and what it means for our “day-job” organizations. We are no different. We need five to 10 enlightened and energized division leaders as we move further into our 2008-09 year and beyond.

I invite you to give this leadership opportunity serious consideration. I am sure you can spare one or two hours per week (or 20 minutes a day!) as part of your Government Division leadership commitment. Look at our vision and mission above—wouldn’t you personally like to be a leader of this global endeavor? Also, review the articles in our newsletters in greater detail, listen to our on-line webinars, give me a call directly, send me an e-mail, or call any of our current division leaders.

All of us would be glad to talk with you about the opportunities for learning, sharing, benchmarking, and personal professional growth that can and would be yours as an active member leader of our Government Division. This is your chance to do your we thing and not a me thing—to contribute to your broader performance excellence global community! Come join us.

Please recall that government and the public sector remains a strategic priority of ASQ. We would like you to be a more active part of that strategic direction going forward. You are encouraged to join our leadership team as part of that journey!

Thanks.

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