

# Text and Paragraph Responses by Question

## ASQ Membership Survey

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**Question:** 10. Please add any comments or suggestions you may have on where we should focus marketing efforts or how we can further build the ASQ Government Division:

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More industry specific tools, downloads, success stories, benchmarking data.

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Your work on webinars is most appreciated, many of us can not attend half or full day sessions so an hour or so is just right.

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Maybe activity such as partnership building and coaching since gov seems to misuse quality tools

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Attend various Military conference, i.e. DMC (Defence Manufacturing Conference held in November 2006 in Nashville)

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It would be much easier and more convenient to be involved in meetings and to take advantage of presentations if they were held in Washington, DC rather than in Maryland.

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More emphasis on ASQ training as well as training available from the various sections

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I am a citizen from Venezuela, the ASQ Venezuela Councilor.

I presume that you are aware that an ISO standard was recently published, on the subject of how to bring quality to local governments. Please read the following news from ISO.

Please give me your position on the subject, and if your organization has observed if US local governments are on the process of implementing or have implemented the standard. We are having a congress on the subject next year 2007, in Venezuela. We will have people from INLAC Mexico talking on the World Quality Network and the World Quality Council for Reliable Governments (please see article in [http://www.inlac.org/documentos/periodico\\_2.pdf](http://www.inlac.org/documentos/periodico_2.pdf)):

<http://www.iso.org/iso/en/commcentre/pressreleases/archives/2005/Ref973.html>  
Ref. 973  
7 October 2005

Many thanks in advance, very truly yours,

Anibal Cardenas  
ASQ Venezuela Councilor  
ASQ Senior Member 00269601

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I am most interested in quality associated with local government. I would like to see a greater emphasis in this area.

I have not been very active in the ASQ Government Division because I have too many other "irons in the fire", but I enjoy getting the newsletters and plan to get more involved when I finish with some of my other priorities.

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More information on usage of ISO Standards in Government operations. Also, information on developing proposals and contracts on doing business with the Government.

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I wish I took better advantage of what you offer. How can I get involved in helping out?

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Need of regional activities.

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I suggest using the website to offer tools that will improve any agency, i.e., a lesson learned section, a knowledge management section, etc.

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I work for a non-profit, though good not really geared for non-profits

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website does not jump out with quality norms such as vision/mission and where members fit in. The web seminars seem to be great subjects, but I have trouble figuring out if my employer is going to get billed for phone time (beyond the cost to call a long distance number). As a government worker, I am not comfortable signing up without understanding how attendance might be billed.

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Since I'm stationed in Germany with the US army, the Webinars are too late in the evening for me to attend, or I would have earlier.

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As a DoD employee I wish there was a larger role for Quality personnel in DoD. Perhaps the newsletter could solicit articles from various Federal dept. DoD (military services / DLA) Treasury / Interior etc.

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I would recommend a back to basics to the division so new comers now what the Division does or does not do & how the Division can help members with the areas listed in question #9

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I would like to see more support from my agency (DCMA Southern Virginia) regarding training opportunities and conference attendance.

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Many government functions have been privatized; I have been a government service contractor working with civil servants on federal property since 1988. I have found nothing of relevance to service contractors within this division. Had I known that the myriad of service contractors seeking quality improvement would be left to fend for themselves, I would not have paid for this division membership.

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I must admit that I have not used your service as much as I should. I would love to see how government is jumping on the BPM bandwagon. While the private industry focus is in relation to SOA, we are seeing more of a focus on using BPM to increase efficiencies and improve workflow rather than as rationale for implementing a technology strategy.

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I'm a relatively new member and have not had the opportunity to use all that is offered yet...but I will!!

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No sure of all benefits available...

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I am new to ASQ -- joined a couple of months ago. I am a QA administrator (Deputy Assistant of QA) for a state Juvenile Justice Dept. QA is about to be fully launched with my proposal for system-wide and coordinated QA via my division. Any help with resources, networking, etc. is welcomed. I am a Clinical Psychologist by training with extensive experience as a Clinical and QA administrator. Thanks.

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My employeer is unwilling to allow me to use the GovDivision Webinars because he has no idea of the cost. He would be more willing to allow me to participate if there was an up front dollar amount.

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When members answer a call for volunteers by saying they want to participate you might actually follow up by doing what you said you would do. That would be an improvement over my experience.

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If you are really serious about a response to this question, I submit the following business concept:

ASQ Government launch a national movement of its public administrators/servants to develop a National Strategic Plan; and to deploy, track and report its performance over ASQ media outlets to its members.

I'd appreciate your response to this idea. As a graduate student in the MPA program at Askew School of Public Administration and Policy, FSU, I know this can be done and I know how. Respectfully, JD Cowart

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None at this time, I have not availed of may of the features due to limited time.

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More frequent publication of the ASQ government division newsletter; more articles reflecting ASQ activity within government agencies; more support for mentoring opportunities within one's own agency.

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Send me something. I won't take the time to cruise your website.

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None Today

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None

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The government is a unique "animal" with regulations and bureaucracy for spending money (purchasing materials, paying for training/conferences). How can ASQ work around that bureaucracy in order to better serve this population?

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The Division should focus more outreach to State and local governments to make people more aware of teh benefits of Division and ASQ membership.

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Not sure - I did like the paper newsletter, but since it shifted to the web I have not used it.

Can ASQ do customized mailings of Quality Progress whereby they mail with magazine a newsletter for one division???

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Thanks

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Whenever I talk about "quality principles" to Government employees, they think I don't understand "politics" and "accountability". I think most people in Government see themselves as "public officials" using quality tools, not "quality professionals" practicing "public service processes". It might be possible to build the ASQ Govt Division by exploiting their sense of identity.

Please consider outreach to existing Government management associations/organizations that are only interested in quality tools, training, and information, which ASQ and ASQ Govt Div offers. Hope this is of use.

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Continue Address / develop / Imporve products for senior level leadership in government

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I like my ASQ membership and it has been beneficial to me. The local chapter, however, tends to scare me away because it seems like they're always looking for involvement on the board. Some guys just like to come and hear the presentation without being drafted to be secretary, chair of this or that, etc. I've never been to one because of that. If they don't do that anymore, they need to say so in the newsletter!

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Reach out and collaborate with the International City Manager's Association (ICMA). They're well connected and respected by government employees.

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Continue to get th word out on your product.

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Thank you for the survey and for your good work!

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**Question:** If you would like to enter your name in a draw for a fabulous prize please enter your name, email and phone number in the box below:

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