



Leadership Minutes August 19, 2009

Members Present:

<u>Member Name</u>	<u>Position</u>
Jake Eshler	Chair
Luis Morales	Chair-Elect
Bridget Baldwin	Secretary
Cheryl Parham	Treasurer
Mary Turner	Past Chair
Elie Talej	Membership
Brad Reynolds	Internet Liaison
Chris Milton	Nominations
Terry Burns	Audit
Clay Ellis	Education
Adrienne Bouldin	Programs
Greg Kuhn	

Meeting called to order at 5:30 pm.

Quality Management Plan (QMP)

2008/2009 goals were reviewed and closed out

Goals for 2009/2010 are due to Headquarters by October 1, 2009. Information for QMP should be sent to Mary Turner at mturner@xallo.com no later than September 15, 2009. QMP information will be reviewed and finalized at the next leadership team meeting. The following individuals are responsible for developing their new goal information:

Increase Member Value

- Certification—Joanne Britt
- Re-Certification—George Kvasnicka & Brad Reynolds
- Education—Adrienne Bouldin
- Education Grant—Clay Ellis

Increase Member Retention

- New Member Welcome Letter—Elie Talej
- Meeting Notice—Brad Reynolds & Clay Ellis
- Financial Incentives—Cheryl Parham & Elie Talej
- Retention Survey—Bridget Baldwin, Clay Ellis, & Mary Turner



Richmond Section



Increase Member Satisfaction

- Internal Evaluation—Mary Turner
- Recognition—Clay Ellis & Elie Talej
- Meeting Incentives—Cheryl Parham & Elie Talej
- Education—Clay Ellis

Customer Loyalty

- Recognition—Elie Talej & Jake Eshler

Awareness

- Publicity & Advertising—Clay Ellis & Bridget Baldwin
- Economic Case for Quality—Clay Ellis

Members of Community

- Support Quality in the Community—Mary Turner & Luis Morales
- Audit Resource Network—Terry Burns & Bridget Baldwin
- Leadership Training—Greg Kuhn
- Social Responsibility—Luis Morales

Meeting Planning for 2009/2010

Discussion points included:

- Clay to post meeting schedule on ASQ National Calendar and Richmond Times-Dispatch
- Terry Burns to present the Audit Resource Network at a future section meeting
- Consider holding a lunch meeting or a meeting at a local college where students can be invited
- Send speaker ideas to Adrienne Bouldin at aebouldin@aol.com

Audit Results

- Audit for 2009/2010 went very smoothly and has been sent to Headquarters for final review
- Need to evaluate whether section should continue paying dues to RJEC

Website Discussion

- Brad to set up group mailboxes by position
- Mary to send Brad sample ASQ section sites to view

Meeting Adjourned at 8:05 pm



Richmond Section



Next Meeting will be held at 5:30 pm on September 16, 2009 at Meadowbrook Country Club. All members are welcome to attend. Proper Country Club attire is required, i.e. no jeans.

Agenda items include finalizing the QMP, budget, and meeting locations/speakers. Group will also discuss ideas for social responsibility.