

Fiscal Year: 2008/2009

BUSINESS PLAN FOR RALEIGH SECTION/1113

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved ‡	Contact*	Comments
<blank>	Reporting	Submit committee monthly reports	Monthly	Percentage of On time Submission	90% On time Submission Oct-May (Fri Prior to Board Meeting)			Angela	
<blank>	Agenda	Submit agenda to board	Monthly	Percentage of On time Submission	90% On time Submission Oct-May (Tues Morning Day of Meeting)			Angela	
Increase Member Value	Recognition	Recognize volunteers at end of year	30-Jun	Event Held	One event per yr.			Angela	
<blank>	Board Member Commitment	Commitment Letter	2-Oct	Percent Received	100% letter signage			Angela	
<blank>	Board Member Commitment	Attendance at Program Dinner Mtg	30-Jun	Percent Attendance	25% of board members attend each section event			Angela	
<blank>	Board Member Commitment	Attendance at Program Tours	30-Jun	Count	2 Board Members attend each tour			Angela	
<blank>	Business	Section officers list due at HQ by May 1	1-May	Completed	Due by May 1			Angela	
<blank>	Business	Section committee list due at HQ by June 30	30-Jun	Completed	Due by June 30			Angela	
Increase Member Retention	Marketing	Sponsor/Participate in one community charity event in course of year	30-Jun	Count	One event			Angela	
Increase Member Satisfaction	Listservs	Send a monthly listserv (enews) to members – "Raleigh ASQ News"	Sept - June	Timeliness	Within 14 days after the monthly board meeting.			Angie	
<blank>	Audits	Complete audits	Aug 15 and Jan	Completion	2 completed			Bob	

		of financial systems	31		audits				
Increase Member Satisfaction	New Member Pkg	Send new member packages	Monthly	Timeliness	By 15th day of month.			Craig	
Increase Member Retention	Recognition	Contact Members regarding Membership renewal prior to expiration	Monthly	Completed	Due by end of month			Craig	
Increase Member Retention	Recognition	Send new member follow-up email	Quarterly	Completed	Sept 30, Dec 30, March 30 & June 30			Craig	
Increase Member Retention	Recognition	Send renewal member "Thank you" email	Monthly	Completed	Due by end of month			Craig	
Increase Member Value	Pamphlet	Create and distribute pocket pamphlet	21-Oct	Completed	On time			Doug	
Increase Member Value	Programs	Complete '09-10 programs schedule	30-Jun	Completed	On time – include more notables			Doug	
Increase Member Value	Raleigh Quality Conference	Host a 1d Quality Conference	19-May	Completion	Quality Conference Completed			Frank	
Increase Member Value	Raleigh Quality Conference	Identify more notables for future QIT conferences	30-Jun	Completed	Identify more notables for QIT keynotes			Frank	
Increase Member Retention	Exams	Host 4 Exam Dates	30-Jun	Count	Four Exam Dates hosted within Section Area			Heather	
Increase Member Retention	Information	Submit article/press release on ASQ Raleigh's success	Semi-Annual	Count	Two releases			Helen	
<blank>	Marketing	Create messaging for each program to communicate topic/event, goal of generating more interest	For each scheduled program and meeting	Count	(1) 100% messages completed & (2) 20% increase in interest (measure interest by comparing attendance numbers to present to previous year's)			Helen	
<blank>	Election of	Hold election of	Per SOA	On Time	Hold election of			Jim	

	Officers	section officers			section officers				
Increase Member Value	Tours	Three tours provided to members over program year.	30-Jun	Count	Three Tours			Joanne	
Increase Member Value	Dinner Meetings	Five dinner meetings provided to members over program year.	30-Jun	Count	Five Dinners			Joanne	
Increase Member Value	Programs	Defined	31-Aug	Timeliness	Documented list of events for program year, defined by 8/31.			Joanne/Kimberly	
<blank>	Board Mtg Minutes	Provide members with visibility to the activities being performed by the Board on their behalf by posting Board Meeting Minutes on the website	1-Sep	Timeliness	Within 5 working days of the Board Meeting			Mary Chris	
Increase Member Satisfaction	Projects	Initiate projects with at least two additional non-profit organizations (not previously engaged in Good Works activities)."	30-Jun	Count	Initiate 2 Good Works Projects during program year			Matt	
Increase Member Satisfaction	Projects	Support existing projects to mutually agreed completion with service partner.	30-Jun	Count	Bring at least one of the two ongoing projects, currently running with the Raleigh Chapter Good Works program, to a successful conclusion			Matt	
Increase Member Retention	Education Courses	Offer Education Classes	30-Jun	Count	3 Education classes offered within Section Area.			Patrick	
Increase Member Value	Education Courses	Develop non certification	30-Jun	Count	3 Education classes			Patrick	

		courses			developed and planned within Section Area				
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Education committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Patrick	
<blank>	Budget	Submit budget to Corporate	1-Oct	Timeliness	Budget submitted by deadline.			Stephanie	
<blank>	Budget	Submit 1099 reports to national	1-Jan	Documented	1099 Submitted			Stephanie	
<blank>	Finance	Annual financial report for last fiscal year submitted to HQ by August 15	15-Aug	Completed	Due by August 15			Stephanie	
Increase Member Value	Application Processing	Process recertification applications	30-Jun	Timeliness	Process recertification within 5 days of receipt			Stuart	
Increase Member Value	Recertification	Contact upcoming certification expirations for potential volunteers needing RU credits	30-Jun	Count	Notice Sent at least two times prior to June 30			Stuart	
Increase Member Satisfaction	Plan Communication	Submit an article to membership concerning SMP	Oct. listserv	Timeliness	Submitted On time			Tauna	
<blank>	Business	Submit last year's business plan results and cover letter to HQ by September 1.	1-Sep	Completed	Due by September 1			Tauna	
<blank>	Business	Current fiscal year's business plan submitted to HQ by October 1.	1-Oct	Completed	Due by October 1			Tauna	
Increase Member	Business	Develop and	30-Jun	Completed	All leadership			Tauna	

Satisfaction		publish to sharepoint guideline(s) to describe/detail how leadership committee performs job tasks.			committee leaders develop and publish at least 1 guideline				
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Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Chair committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Angela	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Chair-Elect committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Tauna	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Treasurer committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Stephanie	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Audit committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Bob	

Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Certification committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Heather	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Community Good Works committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Matt	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Membership committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Craig	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Placement committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Cynthia	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how Programs committee performs job tasks.	30-Jun	Completed	Due by 30Jun2009			Doug	
Increase Member Value	Business	Develop and publish to sharepoint guideline(s) to describe how	30-Jun	Completed	Due by 30Jun2009			Stuart	

		Recert./Examining committee performs job tasks.							
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Columns with bold headings are required.

^ This can be used for tracking progress. A common legend to use: A (ahead of schedule), B (behind schedule), O (on schedule), C (complete), H (on hold), D (dropped)

‡ These columns must be filled in when plan is submitted for the Total Quality Award.

* Who is responsible for this activity?