

2014 ASQ Blue Ridge Section 1108  
Voice of the Customer Survey

# 1. How many section meetings have you attended in the last 12 months?

| # | Answer             | Response | %    |
|---|--------------------|----------|------|
| 1 | None               | 10       | 38%  |
| 2 | 1-2 meetings       | 6        | 23%  |
| 3 | 3-4 meetings       | 7        | 27%  |
| 4 | 5 or more meetings | 3        | 12%  |
|   | Total              | 26       | 100% |

## 2. If you missed a section meeting, what was the PRIMARY reason?

| # | Answer                                   | Response | %    |
|---|--|----------|------|
| 1 | Not interested in the presentation topic | 3        | 12%  |
| 2 | Work commitment                          | 7        | 27%  |
| 3 | Family commitment                        | 3        | 12%  |
| 5 | Evening classes                          | 3        | 12%  |
| 6 | Inconvenient meeting location            | 6        | 23%  |
| 7 | Other (please specify below)             | 4        | 15%  |
|   | Total                                    | 26       | 100% |

3. If you chose "Other" in the previous question, please specify:

**Text Response**

My "evening classes" are at the gym, but still it's difficult to get away during the week no matter what time.

New to ASQ

Consulting out of town.

Did not get remind via email

I was in the last year of my doctoral degree at UVa, so time was a factor.

#### 4. Should section meetings be rotated between Charlottesville, Staunton, and Harrisonburg during the year?

| # | Answer   | Response | %    |
|---|--|----------|------|
| 1 | Yes, I would like the meeting locations to be rotated    | 12       | 52%  |
| 2 | No, I would like the meetings to be in one location only | 11       | 48%  |
|   | Total  | 23       | 100% |

5. If you chose "Other" in the previous question, please specify:

**Text Response**

Lunch over Web-Conference would be a better possibility for me

meetings should rotate

Rotate between all locations

All of the above; I support rotating locations to allow easier geographic access to members and i think web-conferencing will be a valuable addition to our tools for reaching members; perhaps we could partner with our regional section neighbors to share web-conferences and increase attendance overall. this would allow members to pick and choose from a larger variety of topics, too.

I think a rotation would work well, including one that includes web conferencing.

6. Please rank your choices for meeting days  
(drag and drop, with your first choice at the top):

| # | Answer            | 1  | 2  | 3  | 4  | 5  | 6  | Total Responses |
|---|-------------------|----|----|----|----|----|----|-----------------|
| 1 | Monday evening    | 4  | 5  | 1  | 12 | 1  | 0  | 23              |
| 2 | Tuesday evening   | 8  | 6  | 6  | 2  | 1  | 0  | 23              |
| 3 | Wednesday evening | 7  | 7  | 4  | 2  | 2  | 1  | 23              |
| 4 | Thursday evening  | 3  | 3  | 12 | 5  | 0  | 0  | 23              |
| 5 | Friday evening    | 1  | 1  | 0  | 0  | 15 | 6  | 23              |
| 6 | Saturday morning  | 0  | 1  | 0  | 2  | 4  | 16 | 23              |
|   | Total             | 23 | 23 | 23 | 23 | 23 | 23 | -               |

## 7. What time should a section meeting start and end (assuming a dinner and presentation format)?

| # | Answer                           | Response | %    |
|---|----------------------------------|----------|------|
| 1 | Start at 5:00 PM, end by 7:00 PM | 1        | 4%   |
| 2 | Start at 5:30 PM, end by 7:30 PM | 4        | 17%  |
| 3 | Start at 6:00 PM, end by 8:00 PM | 15       | 65%  |
| 4 | Start at 6:30 PM, end by 8:30 PM | 3        | 13%  |
|   | Total                            | 23       | 100% |

## 8. What is your expected MAIN benefit of being a member of the ASQ Blue Ridge section?

| # | Answer   | Response | %    |
|---|--|----------|------|
| 1 | Networking opportunities   | 5        | 21%  |
| 2 | Leadership development opportunities   | 1        | 4%   |
| 3 | Educational/learning opportunities   | 14       | 58%  |
| 4 | Interpersonal development  | 3        | 13%  |
| 5 | Finding job opportunities  | 1        | 4%   |
| 6 | Fulfilling a job requirement   | 0        | 0%   |
| 7 | No real benefit - section membership is just assigned to me as part of my ASQ membership | 0        | 0%   |
|   | Total  | 24       | 100% |

9. What types of volunteer opportunities are you interested in this year? (check all that apply) If interested, please contact Norval Johnston at [norvalj@hotmail.com](mailto:norvalj@hotmail.com).

| # | Answer  | Response | %   |
|---|---|----------|-----|
| 1 | Helping with the section website                                | 3        | 15% |
| 2 | Helping to find presenters or coordinate tours                  | 3        | 15% |
| 3 | Presenting at a section meeting                                 | 3        | 15% |
| 4 | Hosting a tour  | 2        | 10% |
| 5 | Proctoring a certification exam                                 | 5        | 25% |
| 6 | Helping with section events (i.e. Conferences, Workshops, etc.) | 5        | 25% |
| 7 | None  | 7        | 35% |
| 8 | Other (please specify below)                                    | 2        | 10% |
| 9 | Section Leadership Committee                                    | 3        | 15% |

10. If you chose "Other" in the previous question, please specify:

**Text Response**

Continuing to work with the group on the Innovation Fall 2015 conference and serving as liaison with ASQ Innovation Group and PAR Committee

I just graduated from UVa and am in the midst of transitioning jobs as well as taking on several other commitments. Once I have a handle on my time availability, I would like to get involved.

# 11. How often do you access the Section 1108 website?

| # | Answer                                  | Response | %    |
|---|---|----------|------|
| 1 | I didn't know the section had a website | 2        | 9%   |
| 2 | Never                                   | 3        | 14%  |
| 3 | Less than once a month                  | 10       | 45%  |
| 4 | Once a month                            | 6        | 27%  |
| 5 | 2 to 3 times a month                    | 0        | 0%   |
| 6 | Once a week                             | 0        | 0%   |
| 7 | 2 to 3 times a week                     | 1        | 5%   |
| 8 | Daily                                   | 0        | 0%   |
|   | Total                                   | 22       | 100% |

## 12. What types of speaker topics would most interest you at a section meeting this year?

|  |
|--|
| <b>Text Response</b>   |
| SPC, DOE, validation, Six Sigma  |
| reliability; legal implications;   |
| Inspections  |
| Lean MFG, Kaizen, SS case study, Training & Development  |
| I'd like to hear about local best practices, projects with results, and what people are working on, how they are using tools |
| Risk Management, Trend analysis, AGILE Project Management, Change Agency, Quality Behind the Headlines,                      |
| All  |
| Applying Lean in service environments/office environments  |
| auditing   |
| Quality Management systems, Statistical Methods, ISO requirements  |
| Best Practices for Communication and Team Building   |
| Effective Communication  |
| Professional development   |
| Local experiences with innovation (case studies), application of quality tools to innovative endeavors                       |
| Quality in education or non-profit sectors.  |
| Quality tools and techniques   |

# 13. What tours would most interest you at a section meeting this year?

| Text Response  |
|--|
| Cadence, Best Buy, Carded Graphics, Daikin   |
| Hershey, Coors   |
| Manufacturing  |
| Any!   |
| Hershey  |
| Manufacturing Plants are the top choice.   |
| Star Hill Brewery; Trump Winery; Hollister; National Radio Astronomy Observatory; High School STEM Labs; Microaire; GE; Darden Incubator |
| Cadence  |
| Local plant tours  |

14. Would you be interested in attending a section sponsored learning event?  
(Yes or No) If yes, would you prefer a half day or full day event? (1/2 or Full)

| Text Response   |
|---|
| Yes, full day   |
| full  |
| Yes, Full Day   |
| Yes. Full day event.  |
| Yes. No preference.   |
| Yes, doesn't matter--would depend more on the subject matter  |
| Yes, 1/2 day  |
| Yes 1/2 day   |
| Yes - Half  |
| not likely, but if format/topic/presenter were appropriate I would consider a 1/2 day event. Too difficult to be away a full day. |
| yes, 1/2 or full  |
| 1/2 day   |
| Yes; Full   |
| Yes, half day   |
| Yes. Either   |
| I'm developing a half-day workshop on innovation that I would be happy to provide for the section later this year                 |
| Yes. 1/2  |
| Yes, half day   |

# 15. How many years have you been a member of ASQ?

| # | Answer             | Response | %    |
|---|--------------------|----------|------|
| 1 | Less than one year | 3        | 14%  |
| 2 | 1 to 2 years       | 4        | 19%  |
| 3 | 3 to 5 years       | 3        | 14%  |
| 4 | 6 to 10 years      | 5        | 24%  |
| 5 | 11 to 15 years     | 3        | 14%  |
| 6 | 16 to 20 years     | 1        | 5%   |
| 7 | More than 20 years | 2        | 10%  |
|   | Total              | 21       | 100% |

# 16. How many years have you been a member of Blue Ridge Section 1108?

| # | Answer             | Response | %    |
|---|--------------------|----------|------|
| 1 | Less than one year | 5        | 24%  |
| 2 | 1 to 2 years       | 7        | 33%  |
| 3 | 3 to 5 years       | 2        | 10%  |
| 4 | 6 to 10 years      | 4        | 19%  |
| 5 | 11 to 15 years     | 2        | 10%  |
| 6 | 16 to 20 years     | 0        | 0%   |
| 7 | More than 20 years | 1        | 5%   |
|   | Total              | 21       | 100% |

# 17. Where should section meetings be held?

| # | Answer   | Response | %    |
|---|--|----------|------|
| 1 | Charlottesville  | 5        | 21%  |
| 2 | Harrisonburg   | 1        | 4%   |
| 3 | Staunton   | 5        | 21%  |
| 4 | Waynesboro   | 7        | 29%  |
| 5 | Web-Conference (i.e. GoToMeeting, Skype, Hangout, Webex, etc.) | 2        | 8%   |
| 6 | Other  | 4        | 17%  |
|   | Total  | 24       | 100% |

# 18. What topic listed below would most interest you for a learning event?

| #  | Answer                           | Response | %    |
|----|----------------------------------|----------|------|
| 1  | SPC                              | 2        | 10%  |
| 2  | DOE                              | 2        | 10%  |
| 3  | Root Cause Analysis              | 2        | 10%  |
| 4  | Lean Applications                | 2        | 10%  |
| 5  | Six Sigma Applications           | 3        | 14%  |
| 6  | Quality Auditing                 | 2        | 10%  |
| 7  | Corrective and Preventive Action | 0        | 0%   |
| 8  | Quality Standards (ex. ISO 9001) | 1        | 5%   |
| 9  | None of the Above                | 1        | 5%   |
| 11 | Innovation                       | 3        | 14%  |
| 12 | Product/Service Realization      | 3        | 14%  |
|    | Total                            | 21       | 100% |

19. If you chose "None of the Above" in the previous question, please list your topic of interest below.

**Text Response**

reliability

Root Cause Analysis is also high on my list. I'm interested in Quality Auditing for me personally, and my peer team.

## 20. How likely are you to renew your ASQ membership when you receive your next notice?

| # | Answer          | Response | %    |
|---|-----------------|----------|------|
| 2 | Not likely      | 0        | 0%   |
| 3 | Somewhat likely | 1        | 5%   |
| 4 | Likely          | 5        | 24%  |
| 5 | Very likely     | 15       | 71%  |
| 6 | Don't know      | 0        | 0%   |
|   | Total           | 21       | 100% |

## 21. Which work environment best describes your employer?

| # | Answer                            | Response | %    |
|---|-----------------------------------|----------|------|
| 1 | Manufacturing Product/<br>Service | 16       | 73%  |
| 2 | Healthcare Services               | 1        | 5%   |
| 3 | Education Services                | 3        | 14%  |
| 4 | Government Contract<br>Services   | 1        | 5%   |
| 5 | Student                           | 0        | 0%   |
| 6 | Other                             | 1        | 5%   |
|   | Total                             | 22       | 100% |