



Blue Ridge
Section

The Global Voice of Quality™

2015 ASQ Blue Ridge Section 1108 VOC Survey Results & Action Plan

1. During 2014, how many ASQ Blue Ridge section meetings did you attend?

#	Answer	Response	%
1	None	12	43%
2	1-2 meetings	6	21%
3	3-4 meetings	6	21%
4	5 or more meetings	4	14%
	Total	28	100%

- Almost half of the survey respondents did not attend a section meeting during 2014, even though the venues were rotated between Charlottesville (2), Staunton/Waynesboro (5), and Harrisonburg (1).
- **ACTION:** We will try to continue rotating section meetings between the three cities for the remainder of 2015 and into 2016. However, we need volunteers to present at meetings and to offer plant tours, both in the Valley and in the Charlottesville area, to keep our section activities interesting for as many members as possible.

2. In your opinion, what is the PRIMARY benefit of being a member of ASQ Section 1108?

#	Answer	Response	%
1	Networking opportunities	5	18%
2	Learning/educational opportunities	17	61%
3	Having access to 'member-only' information on ASQ.org website	3	11%
4	Leadership development opportunities	1	4%
5	Finding job opportunities	0	0%
6	Certification opportunities	1	4%
7	Opportunity to get member discounts on ASQ publications, conference fees, etc.	0	0%
8	No real benefit - section membership is just assigned to me as part of my ASQ membership	1	4%
	Total	28	100%

- Most members see learning and educational opportunities as being the primary benefit of being a section member. Some also see networking as being a benefit.
- **ACTION:** In 2015, we will continue to offer as many diverse learning and educational opportunities as possible and provide time for members to network with their peers at monthly section events.

3. How satisfied are you with being an ASQ Blue Ridge section member?

#	Answer	Response	%
1	Very Dissatisfied	0	0%
2	Dissatisfied	0	0%
3	Neutral	14	50%
4	Satisfied	12	43%
5	Very Satisfied	2	7%
	Total	28	100%

- Half of the respondents were satisfied or very satisfied with being a member of our section. However, the other half was neutral, so we need to work on improving their section member experience.
- Per the comments on the next page, it appears that the quality of the events offered may have been an issue for a few of the survey respondents.
- **ACTION:** We will continue to seek volunteers to help us improve the section member experience of all section members. We would like to see everyone have a positive, value-added experience.

4. If you did not choose "Satisfied" or "Very Satisfied" in the question above, what could be offered to improve your experience as an ASQ Blue Ridge section member?

Text Response

I have been a member for only a short time. Section does not seem to have many activities. I am hopeful that I can use some members expertise as I begin working on two certifications this year. I am introducing a Quality Assurance System at my state run agency.

Meetings are spread out too far (used to be more centralized).

Topics for monthly meetings are not appealing. Dates and topics should be announced well in advance, especially if the meeting day varies.

There were some good topics covered during the year, but there were some really poor topics. Need to have every meeting have a good or excellent topic of discussion.

New member. Too soon to say.

It is very difficult to find time to attend section meetings...no matter what time/day they are. I consider this my personal "fault", wouldn't think it's the section's fault.

More technical presentations

I travel quite a bit for my job. I am not usually home during the week and find it almost impossible to attend any of the meetings. The overall communication from the section is great to allow me to know what is going on within the area.

Would prefer meetings on Charlottesville side of the mountain, however I realize the Catch 22. (Can't justify meetings over here without attendance, but attendance not done without meetings over here.)

Selected Neutral because I am a new member and only attended 2 meetings in 2014.

5. 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	6	6	6	1	1	24
2	Tuesday evening	10	4	6	3	1	0	24
3	Wednesday evening	4	8	7	3	1	1	24
4	Thursday evening	3	3	5	10	3	0	24
5	Friday evening	1	2	0	1	16	4	24
6	Saturday morning	2	1	0	1	2	18	24
	Total	24	24	24	24	24	24	-

- Per the numbers shown above and the mean averages on the next page, Tuesday evenings continue to be the best day of the week for meetings, followed by Wednesday evening and Monday evening. Since November 2013, we have been having our monthly events on Tuesday evenings, and using Wednesday evening only if there is a conflict.
- **ACTION:** In 2015, we will continue to schedule section meetings on Tuesdays as much as possible, and only on a different night of the week if there is a scheduling conflict.

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

Statistic	Monday evening	Tuesday evening	Wednesday evening	Thursday evening	Friday evening	Saturday morning
Min Value	1	1	1	1	1	1
Max Value	6	5	6	5	6	6
Mean	2.88	2.21	2.67	3.29	4.71	5.25
Variance	1.77	1.56	1.62	1.52	1.61	2.54
Standard Deviation	1.33	1.25	1.27	1.23	1.27	1.59
Total Responses	24	24	24	24	24	24

6. 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	2	7%
2	Start at 5:30 PM, end by 7:30 PM	6	22%
3	Start at 6:00 PM, end by 8:00 PM	12	44%
4	Start at 6:30 PM, end by 8:30 PM	6	22%
5	Start at 7:00 PM, end by 9:00 PM	1	4%
	Total	27	100%

- Almost 70% of respondents prefer to have section meetings start at 6:00 PM or later.
- With the geographic size of this section, it is a challenge to start meetings much before 6:00 PM and expect people to travel any distance after work to make it there in time.
- **ACTION:** We will continue to schedule section meetings to start at 6:00 PM and to end around 8:00 PM to allow as many people as much time as possible to get to one after work.

7. Please rank the topics of interest listed below, which could be offered as half-day or full-day learning events:

Other:
Developing a Training Program
Measurement and Monitoring
Malcolm Baldrige Criteria
Minitab

- Per the calculated results on the next page, the most popular topics, in order, are:
 1. Quality Tools
 2. SPC
 3. Root Cause Analysis
 4. Quality Auditing
 5. Quality Standards
 6. Innovation
- **ACTION:** In addition to having the Innovation Conference in Charlottesville, there will be a second learning event identified and provided during 2015 per the section's PAR business plan.

8. Are you interested in attending an ASQ certification training class this year?

#	Answer	Response	%
1	Yes	6	22%
2	No	21	78%
	Total	27	100%

- Slightly less than 1 out of every 4 respondents said that they are interested in attending an ASQ certification training class in 2015.
- **ACTION:** We have been announcing online certification classes being offered by other ASQ sections, and a few of our section members have already taken advantage of these opportunities.

9. If you answered 'YES' in the question above, please rank the ASQ certifications listed below in order of interest:

Other (please list in the blank below)
CQPA
No interest in a recert class
Yellow Belt certification
Pharmaceutical GMP Professional - CPGP

- Per the rankings of results on the next page, there may be some limited interest in the CQA and CQE exams.

10. What volunteer opportunities within Section 1108 are you interested in pursuing during 2015?

#	Answer	Response	%
1	Presenting a talk at a monthly section meeting	4	17%
2	Hosting a plant tour at your workplace	2	9%
3	Proctoring an ASQ certification exam	6	26%
4	Teaching an ASQ certification class	2	9%
5	Serving on the Section Leadership Committee	2	9%
6	Offering a training event of interest (full or half-day) to section members	2	9%
7	None of the above	16	70%

- A majority of respondents (16 out of 28, approx. 60%) have no interest in volunteering to help the section during 2015.
- **ACTION:** Our section needs to have more people interested in volunteering to help in leadership roles, if we expect to remain sustainable as a section in 2016 and beyond.

11. Please list any speaker topics that would be of interest to you at a monthly section meeting:

Text Response
Social responsibility, time management, effective communication skills, technical writing skills
Same as 1/2 day or full day topics. Full day events are not an option; half day events are much more feasible.
Statistical tools that help in special processes that don't have normal distribution of data (special cause influences).
Reliability validation testing
Minitab applications, Lean and Six Sigma success stories, time management

12. Please list any plant tours that would be of interest to you:

Text Response
Carded Graphics, Hollister, alternative energy facility, local TV station, local newspaper, NRAO, Microaire, Best Buy
All plant tours are interesting
Touring any facility led by someone knowledgeable of quality is always valuable.
Daikin, Ball, Tenneco, VPC.
Any really. The Hollister tour I attended was great. I could potentially do one here (Merck), but it's difficult.
McKee Bakery
GE, Northrup Grumman, Hershey, MicroAire, Mikro Systems
Hollister, Best Buy, Daikin, Hersheys, Little Debbie

13. How many years have you been an ASQ member?

#	Answer	Response	%
1	Less than 1 year	4	14%
2	1 year or more, but less than 3 years	4	14%
3	3 years or more, but less than 5 years	2	7%
4	5 years or more, but less than 10 years	7	25%
5	10 years or more, but less than 20 years	6	21%
6	20 years or more	5	18%
	Total	28	100%

14. How many years have you been a member of ASQ Blue Ridge Section 1108?

#	Answer	Response	%
1	Less than 1 year	4	14%
2	1 year or more, but less than 3 years	8	29%
3	3 years or more, but less than 5 years	3	11%
4	5 years or more, but less than 10 years	6	21%
5	10 years or more, but less than 20 years	3	11%
6	20 years or more	4	14%
	Total	28	100%

- Slightly more than 50% of the survey respondents have been members of Section 1108 for less than 5 years.

15. Please share any other comments or concerns about the section with the Section Leadership Committee.

Text Response
None
I understand the topographical problem of meeting for ASQ Section 1108: a very long dogleg across the Blue Ridge and I commend the Section officers for their diligence. They are appreciated.
Focus on the members and less on the ASQ requirements or special initiatives. Number one goal is to have a healthy section 1108.
Of the few times that I have been able to attend meetings and tours, I have found them to be very beneficial. Unfortunately, due to location (live in Palmyra), wife in school most evenings, and 6 year old to look after, I have not been able to attend much of anything as of 2008. Hope to be able to resume sometime in the future. ASQ 1108 does good work, it's just logistics that keep me from attending.
Great Job Blue Ridge section!
Keep up the good work!!!