

Columbia Basin ASQ (0614)
2020 Business Plan

Rev 1 12/16/19

End of 2020 Update: 12/24/2020

1. Improve Member Experience			2. Drive Thought Leadership				3. Institute Operational Excellence		
ASQ Strategic Objectives	GCC Strategic Focus	Action Plans	Priority H,M,L	Owner (or Role)	Key Dates	Status (G-Y-R)	Metrics	Targets	Progress/Comments
Improve the Individual Experience	Ensure individual professional success through membership, products, services, and networking	Develop and implement approaches to increase meeting attendance percentage	High	Section Leadership Team	By Dec.31, 2020		% of membership attending	≥ 10%	Achieved for the two meetings held in 2020 (compared to first two meetings held in 2019). Encouraged members to bring guests (potential members) to meetings, with a gift card drawing. Also, attempted participation in local Health & Safety Expo 4/21 & 22; cancelled due to coronavirus. Looked into participating in a local job fair (also cancelled).
		Encourage participation in GC communications and activities, via newsletter, website, myASQ Community, etc.	High	Section Chair	By Dec.31, 2020		# of communications	≥ 2	Exceeded - Articles published in 12 newsletters and announcements posted on myASQ Community/website about upcoming ASQ and other sections' activities/offersings.

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		Encourage Section Leadership Team professional development and networking through GC and ASQ national conferences/events	High	Section Leadership Team	By Dec. 31, 2020		Offer full or partial reimbursement for section leadership team members to attend 2020 ASQ ITAG, WCQI and/or other events	≥ 2	Exceeded - Articles published in 3 newsletters and on websites about WCQI; no reimbursements offered as WCQI was held virtually. Leadership team members also participated in regional training events.
		Encourage Student Branch development	Med	Section Leadership Team / Membership Chair	By Dec.31, 2020		Contacts to area Institutes of Higher Learning	≥ 4	Considered complete for 2020 - Awaiting details/marketing materials from ASQ or Regional; local area colleges currently not in session due to pandemic, so were unable to make contacts.
		Collaboration with other GCs to serve members; share speaker information; publicize workshops and/or conferences. Utilize Sharepoint as appropriate.	High	Section Leadership Team	By Dec.31, 2020		# Events publicized to section members	≥ 3	Exceeded - Articles in 2 newsletters about another section's online certification prep courses; articles in 8 newsletters and/or on website about several other sections' virtual meetings. Also provided speaker information for regional database to be shared with others. Utilized SharePoint.
		Poll local members for feedback (wants and needs)	High	Section Leadership Team	By Dec.31, 2020		Polls / Meeting Feedback Forms / Newsletter Articles	≥ 2	Exceeded - 2 meeting evaluations tallied; requests for member input posted on myASQ Community and in several newsletters.

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									Also, drafted questions for a possible member survey; will be shared with 2021 leadership team to pursue further.
		Communicate with section members to share information, publicize activities, etc. Utilize myASQ Community and other resources. Encourage member use of myASQ.	High	Section Leadership Team	By Dec. 31, 2020		# of communications (via newsletter, website, myASQ Community, meetings, etc.)	≥ 4	Exceeded – Several articles were published in each of our 12 newsletters and also on our myASQ Community/website to share information, publicize activities and encourage participation in myASQ.
		Develop face to face and virtual network opportunities via section meetings, tours, other activities	High	Section Leadership Team	By Dec. 31, 2020		# Opportunities per year	≥ 4	Exceeded - Dinner meeting 2/11/20; Dinner meeting 3/10/20; canceled all other 2020 meeting plans due to pandemic; encouraged members to participate in 17 virtual meetings/site visits or conferences offered by ASQ and other ASQ sections; May (1), June (2), July (2), August (3), Sept (2), Oct (3), Nov (3) and Dec (5).
		Research and identify local charitable organizations to support through donations to fundraisers and/or hands-on activity, as part of local marketing strategy	Med	Section Leadership Team	By Dec. 31, 2020		# Organizations supported	≥ 3	Exceeded - Donations were made to local organizations, per budget plan: SIGN Fracture Care International, Columbia Basin College Student Support, Tri-City Union Gospel Mission and Second Harvest Pasco.

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		Increase membership	High	Section Leadership Team/Membership Chair	By Dec.31, 2020		Increase in membership	≥ 5%	Considered complete for 2020, even though overall membership declined by end of year, this was affected by pandemic and inability to offer in-person events. Offered incentives to members bringing guests (potential new members) to February and March dinner meetings; shutdown due to pandemic precluded further activities.
Drive Thought Leadership in Excellence Through Quality		Engage in and provide feedback in the development of model approaches and associated tools. Utilize Sharepoint as appropriate.	Med	Section Chair / Leadership Team	By Dec.31, 2020		Support development of process and tools	≥ 1	Considered complete for 2020 - No requests for input were received from ASQ or Regional; utilizing Sharepoint for section data/document storage.
	Engage in effective Root Cause Problem Solving including Corrective and Preventive Action	Introduce GCs to new Performance Improvement Process (PIP) and encourage use to work through issues.	High	Section Chair	By Dec.31, 2020		Communicate new process to Leadership Team and encourage use	100%	Considered complete for 2020 - No information was received about this from Regional; information about new PEP program was shared with team.
	Determine GC performance metrics and deploy critical QMS elements	Work with GCs and GCC to develop metrics. This will be used as part of new Performance Excellence Process	High	Section Leadership Team	By Dec.31, 2020		% Region Performance Metrics in place and monitored	100%	Considered complete for 2020 - No information was received about this from ASQ or Regional, except for announcement of PEP metrics by GCC.

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	Develop QMS and deploy critical quality and business management processes	Work with GCC and GCs to develop and continuously improve processes. Utilize Sharepoint as appropriate.	Med	Section Leadership Team	By Dec.31, 2020		Support and encourage development of process	≥ 1	Considered complete for 2020 - No information was received about this from ASQ or Regional; utilizing Sharepoint for section data/document storage.
		Develop and document critical process as required	Med	Section Leadership Team	By Dec.31, 2020		Support development of process	N/A	Considered complete for 2020 - No information was received about this from ASQ or Regional.
	Ensure alignment with Regional Plan	Support and align with Region Business Plan	High	Section Chair	By Dec.31, 2020		Participate in Reviews and contribute suggestions for improvement as requested. Utilize Sharepoint as appropriate.	≥ 1	Complete - Have not seen 2020 Regional Business Plan; Section Business Plan was submitted ahead of due date and was approved so assume it is in alignment.
	Develop contingency plans	Develop Contingency Plans as requested	Med	Section Leadership Team	By Dec.31, 2020		Support development of plan(s) as needed/requested	N/A	Exceeded - Articles published in 3 newsletters and on myASQ Community about 2021 section elections/petition process and encouraging members to serve in leadership roles; currently working with 2021 Leadership Team members to share information for transition.
		Engage in and provide feedback in the development of contingency plans	Med	Section Chair	By Dec.31, 2020		Participate in development of contingency plans	≥ 1	Considered complete for 2020 - No information has been received from ASQ or Regional about this.

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Institutional Operational Excellence	Support and align with the Societies Technical Communities and Divisions to promote the quality discipline and skill set	Look for ways to align with Technical Communities to provide additional products and services to local membership.	Med	Section Chair / Leadership Team	By Dec.31, 2020		Communicate information about products & services to section members via newsletter, website, myASQ Community, etc.	≥ 1	Exceeded - Articles in 3 newsletters about videos/webinar offerings from ASQ divisions.
	Promote Quality Management Principles as a part of section culture	Promote Quality Management Principles and their impact on section locally	Med	Section Chair / Leadership Team	By Dec.31, 2020		Communicate and encourage use of Quality Management Principles in section	≥1 Communication	Exceeded - Open and regular communications maintained by section Chair; 4 (quarterly) section leadership meetings held. Also, encouraged through articles in several newsletters and the myASQ Community throughout 2020.
	Ensure Organization's access to quality professionals and solutions through membership, products and services specific to needs of the Organization's Geographical Communities	Promote collaboration and connection between Organization members and Individual members located within the section.	Med	Section Chair / Leadership Team	By Dec.31, 2020		Encourage members to become more active in myASQ, myASQ Community, divisions, forums, etc.	≥ 2 Communications	Exceeded - Responded to requests to provide information about section speakers for a regional database to be shared (provided contact information for 10 speakers); encouraged all members (org and others) to become more active in the section and in myASQ through newsletter and web articles.

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	as well as Organizational Individual Members.	Support development of process to address current gap between Organization and Individual members.	Med	Section Chair / Leadership Team	By Dec.31, 2020		Communicate need and encourage support for development of process	≥ 1 Communication and/or resources provided	Considered complete for 2020 - Awaiting clarification/information from Regional Director/ASQ Component Relations about this; org members in section have been active with section meetings and activities.
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