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| Present:  | James LiHarry RoweRick Van DoelShirley Rhonke Arpan BhagatHolly CouchDeborah KlimaszewskiElizabeth RobinetteDonald McGowanDan Dickinson | Call-in: Paul Pringle |
| Call to Order: | 5:33 pm | Adjourn: | 7:16 pm |
| Next Meeting: | November 5th, 2013, 5:30pm |

# Announcements - 5 minutes

Holly and Elizabeth had a meeting with IAPS members

# Agenda

**Secretary** (Arpan Bhagat) – 2 minutes

* Past Minutes sent out prior to meeting – Section members reviewed the minutes from the last minutes meeting – Meeting minutes **approved.**
* Minutes from this meeting will be sent out for review 1 week before the November meeting (October 29th) and will be subsequently published on the site once approved by the board.

**Treasurer** (Joelene – Proxy: Arpan Bhagat) – 2 minutes

Bank balances are

* + $15,847.12 in checking, $9,173.52 in savings, $64,031.98 in CDs and new account for EventBrite/PayPal balance is $3,219.74.
	+ I have $195.00 cash from the last meeting that I still need to deposit and $70.00 cash that was given to me from Holly to be used as change for the meetings.

Joelene will be submitting the quarterly balances to National in the next week (Due October 20th).

**Arrangements** (Jemmie) – 0 minutes

* + Nothing

**Program** (Elizabeth Robinette) – 14 minutes

* + Back up speaker confirmed.
	Need to get them signed up for no-confidentiality agreement. The topic is project management. Joelene has the new camcorder. Who has the retractable banner? James is getting the bio for the speaker.
	+ Hady has accepted another job. Anybody would like volunteer to do publicity through “MailChimp”? Publicize this opportunity for volunteers at the dinner meeting.
	+ Paul can bring a back-up computer to the dinner meeting.
	+ Best way to record speaker: still something to think about! Members will play around with lighting and ponder over this topic.

**Membership** (Shirley) – 5 minutes

* + 15 new members, 678 total members.
	+ Deleting canceled members is still needed to be confirmed.
	+ Teresa Smith may be interested in new membership committee. Announcement will be made in next meeting.
	+ Board should try to sit on different tables as IndyASQ ambassadors.

**Education** (Donald McGowan)– 41 minutes

* + Break-even point for class room interaction is 4 people. And for cost is 8 people. Cost is most likely too much?
	+ Dan has taught quality improvement associate class in the past and will do it again this year.
	+ Students will have to bring their own book.
	+ Calendar has been proposed for 2013-2014 classes. Classes should be moved to different dates in spring, especially CQE because it's coming up on 10/12/13. The calendar needs revisions and further discussion.
	+ Offer cqt in January 2014. All in agreement.
	+ Action to check on requirements for instructors. (Attention – Elizabeth). Instructors' going rate is $45 per hour.
	+ Offerings and pricing needs to be discussed further. Additional topics such as SPC may be added to the existing list.
	+ Break even for a class needs to be 6. All in agreement, including Elizabeth.

**Scholarships** (Elizabeth/Holly) – 4 minutes

* + Scholarship recipient: we have one scholarship application.
	+ We will review and develop an opinion. Holly will follow up. We will vote in the next meeting.
	+ Holly is the new scholarship chair.

**Section Operating Agreements** (Holly) – 0 minutes

* + None

**Publicity** (Elizabeth) – 3 minutes

* Discussed during conversations about **Program**.
* Publicity chair position currently vacant.

**Web Master** (Paul) – 0 minute

* Call-in malfunctioned

**Voice of Customer** (Harry Rowe) – 21 minutes

* ASQ national VOC committee meeting was attended by Harry. Primary topic was the accomplishments of the committee.
* Developing training for regional directors.
* Big takeaway was that the group had gotten too tactical and way too much focus was placed on surveys at local level and not taking into account the overall strategic structure.
* A new initiative: PAR replaced QMP awards based on customer satisfaction numbers of sections.
* Another important fact was that Level of importance vs level of performance of activities and tasks should be weighed while determining member satisfaction.

**Vice Chair/Nominating Chair** (Holly) – 3 minutes

* Business Plan- objectives
	+ A dozen items to discuss - Holly will email.
* Holly will be updating these topics in real-time. The format will be Microsoft excel.

**Chair** (Elizabeth)

* Presided over the meeting proceedings

**Other** – 2 minutes

* Elizabeth:

Marion county Library will select publications worth $1000. We will send the librarian a PDF. The topic was voted yes by the board members to donate this year again to the Library.

**III Potential topics for discussion in the next meeting** –

* Investing in ASQ Investment Program.
* Agreement which spells out their duties and responsibilities pertaining to required internal controls and required financial reporting.
* 2013-2014 Class schedule
* Monthly meeting survey:
	+ Decline in satisfaction with the meal.
	+ Difficulty of finding the meeting room, suggesting better signage and better information in the invitations.
	+ Request to do something to improve the mixing before the meeting.