



MEETING CALLED BY	ASQ- Leadership Team Meeting (WEBEX)	
ATTENDEES: (9)	Maryse Constant Aaron Jones Arnie Greenbaum Jim Turner	Alice Maina Scott Howes Falgun Patel Jennifer & Elizabeth (Healthcare SIG)

Agenda

1. Reviewing the 2013 VOC survey

Discussion

The meeting started at 6.35pm and ended at 7.35pm

Action Items

1. 5 LT members (Maryse, Aaron, Ralph, Jim Turner) volunteered to contact the survey respondents who had indicated interest in volunteering, sponsoring the section and presenting topics.

Discussion Items

VOC Overview

The Voice of the Customer Chair , Maryse, presented the VOC results to the attendees. Out of the 1013 section members, there were only 822 email addresses. The VOC survey was sent to the 822 members, 133 responded (16%). She gave the following summary. (Please see the attached presentation slides for the details)

- Education/training – interest in lean and Six Sigma training
- Certification – high level interest in CMQ/OE certification prep
- Programs/Dinner meeting topics – 16 members would like to present a topic
- Outreach – Food bank and local recycling programs generated the most interest
- Company support/sponsorship – 4 people responded yes
- Volunteer opportunities – 27 members were interested in volunteering

Maryse will send the list of the survey respondents to the 5 LT members so that they can identify which ASQ members they wanted to contact.