

2021 GC Business Plan for:		Columbia Basin ASQ #0614			Business Plan Owner Information		GC Leader Name:		Trent Hartman	
Template Rev Date: June 9, 2020		NOTE: Officially approved by C.G. Mistry 10/23/2020			Date: submitted 09/2		GC Leader Email:		jkhbme@gmail.com	
1. Improve Member Experience 2. Drive Thought Leadership 3. Institute Operational Excellence										
ASQ Strategic Objectives	GCC Strategic Focus	Geographic Community Level	Action Plans	Priority (L-M-H)	Owner (or Role)	Key Dates	Status (G-Y-R)	Metrics	Targets	Progress/Comments
Improve the individual member experience	Ensure individual's professional success through membership, products, services, and networking		1) Offer dinner meetings and site visits and/or refer members to other sections/professional organizations' virtual or in-person meetings	High	Section Leadership Team (SLT)	by 12/31/21		# of meetings/referrals to others' meetings	≥ 4	
			1) Offer networking and discussion opportunities for members via the section's myASQ community site 2) encourage members to join myASQ	High	SLT	by 12/31/21		1) # of postings on the myASQ community site; 2) increase in members joining the myASQ Community; 3) increase in	1) ≥ 4 postings; 2) ≥ 5% increase in members joining community; 3) ≥ 5% increase in number of views	
			1) schedule and hold section leadership team meetings (at least quarterly); 2) support/encourage leadership team members' participation in regional training (if offered)	High	SLT	by 12/31/21		1) # of leadership team meetings; 2) # of participants in regional training session(s)	1) ≥ 4 leadership team meetings; 2) ≥ 2 LT members participate in a regional training session	
			Request input from members about their needs (e.g., programs, topics, other resources)	Medium	SLT	by 12/31/21		# of requests for feedback/input via postings on the myASQ community site, newsletter, and/or survey(s)	≥ 2	
			Develop and implement plan to increase section membership	Medium	Membership Chair/SLT	by 12/31/21		increase section membership	≥ 5% increase in membership	
Institute best practices in governance, operations, and risk management	Process Improvement		Review meeting evaluations and other feedback from members and develop and implement improvement plans as needed	Medium	SLT	by 12/31/21		strive for meeting ratings of at least 4.0; make adjustments as needed	ratings of ≥ 4.0 (with 5.0 being highest)	
	Proactive communication and tools for sections to achieve excellence		Communicate regularly with members through newsletters, website/myASQ and/or emails	High	SLT	by 12/31/21		# of communications - via newsletters, myASQ Community and/or emails	≥ 5	
	Engage in effective Root Cause Problem Solving including Corrective and Preventive Action		Utilize Root Cause, CAPA or other tools, as needed	Medium	SLT	by 12/31/21		NA	NA	
	Determine GCC performance metrics and deploy critical QMS elements		Support Regional metrics/elements as requested/needed	Medium	SLT	by 12/31/21		NA	NA	
	Develop QMS and deploy critical quality and business management processes		Develop processes to support Regional processes as requested	Medium	SLT	by 12/31/21		NA	NA	
	Develop Balanced Scorecard for Regions and associated summary reporting process		Support Region as requested	Medium	SLT	by 12/31/21		NA	NA	
	Develop Business Planning Process for Regions		Support Region as requested	Medium	SLT	by 12/31/21		NA	NA	
	Contingency Plans (websites, on line banking, Virtual Management Platforms)		Support as requested	Medium	SLT	by 12/31/21		NA	NA	
Drive thought leadership in excellence through quality	Support and align with the Societies Technical Communities and Divisions to promote the quality discipline and skill set		Support as requested	Medium	SLT	by 12/31/21		NA	NA	
	Determine member needs that may best be satisfied by geographic communities		Work with Regional Director/DRDs and other sections in the region as requested	Medium	SLT	by 12/31/21		NA	NA	
	Promote Quality Management Principles as a part of every culture		Provide articles and references to quality resources, training, certifications, etc., for members via newsletters, website, etc.	High	SLT	by 12/31/21		# of articles/communications	≥ 4 articles/communications	