

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		original submitted 09/22/20; status updated 12/16/21			Date: 09/22/2020		GC Leader Email: jtrenton.s.hartman@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		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	No in-person meetings have been held, due to COVID and ASQ mandates. Information about other ASQ sections' and other professional organizations' virtual meetings have been shared with section members and they were encouraged to participate: January (2); February (4); March (7); April (6); May (8); June (5); July (5); August (5); September (6); October (5); November (5); December (3).
			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: As of December 16, ten (10) messages from the Chair or delegate, 12 section newsletters, and articles and information about numerous other sections' virtual meetings have been posted on section's myASQ Community; #2 Three (3) newsletter articles (January, May, and November) encouraged section members to join our myASQ Community (unknown if there has been an increase in members joining or in the number of myASQ views).
			1) Schedule and hold section leadership team meetings (at least quarterly); 2) support/encourage leadership team members' participation in ASQ member leader and regional training (if offered)	High	SLT	by 12/31/21		1) # of leadership team meetings; 2) # of participants in ASQ member leader training and/or regional training session(s)	1) ≥ 4 leadership team meetings; 2) ≥ 2 LT members participate in an ASQ member leader or regional training session	#1: Quarterly leadership team meeting held February 3; second quarter meeting held May 26; third quarter meeting held August 25; 4th quarter meeting held December 15; #2: member leaders have participated in at least three (3) ASQ-sponsored member leader training events; at least one member leader has participated in each of the monthly Pacific Region meetings; unknown if any have participated in any other regional training, or if any participated in the Nov 6 PRQC.
			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	As of December 16, seven (7) messages/discussion items have been posted on our myASQ Community asking for member input, and seven (7) newsletter articles have included requests for member input/ideas.
			Develop and implement plan to increase section membership	Medium	Membership Chair/SLT	by 12/31/21		increase section membership	≥ 5% increase in membership	There has been no increase in section membership in 2021; it should be noted, however, that although several members have retired and a few others have chosen not to renew this year, a total of 11 new members have joined in 2021.
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)	No in-person section meetings have been held yet in 2021, due to COVID-19. ASQ restrictions regarding in-person gatherings, and ongoing health & safety concerns in our area. Informal feedback (word of mouth and emails) about other sections' virtual meetings has been positive.
	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	As of December 16, 12 monthly section newsletters have been prepared, posted and shared with members and there have been ten (10) messages from the Chair or delegate, 8 notifications about meetings offered by other sections/ASQ, six (6) general/news articles, and seven (7) discussion items posted to our myASQ Community site. Also, email "Welcome" letters were sent to all new members (11) in 2021, which included information about ASQ, our section, and upcoming events/activities.
	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	
Minimize costs to not exceed allocated funding amounts		Review potential purchases/costs against annual budget to balance or minimize as much as possible	Medium	SLT	by 12/31/21		strive to maintain balanced (or close to) budget	NA	As of December 16, budget is on track; there were fewer expenditures and income than initially expected in 2021 due to COVID, no in-person meetings, and the change in member allocations from ASQ.	
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	As of December 16, numerous articles about quality and related resources, training, certifications, meetings, conferences, etc. have been posted in the monthly section newsletters: January (14); February (10); March (14); April (12); May (12); June (13); July (13); August (12); September (13); October (11); November (10); December (10). Several articles and resources have also been shared on our myASQ Community site.