

2023 GC Business Plan for:		COLUMBIA BASIN ASQ 614		Business Plan Owner Information Date approved by Region Director:		Denise Clements, Section Chair 09-21-2022		GC Leader (Chair Name) GC Leader (Chair Email):		Denise Clements denise.clements@asqcom.com				
GCC Strategic Goal	GCC/Region Center Initiative	Collaboration with	Key Action At Section Level	Action Plans	Priority (L-M-H)	Owner (or Role)	Key Dates	Status (G-Y-R)	Metrics	Targets	% Complete	Progress Comments		
<p>Select from the GCC list of goals to support the ASQ Strategic Objectives. It is suggested to review the Region level business plan and align priorities with the Region priorities as is appropriate.</p> <p>Sections are NOT required to plan for every goal. Target minimum requirements and areas you want to tackle to deliver member value.</p>	<p>Indicate if this action is associated with a GCC or Region Center initiative, as applicable</p>	<p>If collaborating with another member (unit) for this item, indicate the name of the applicable collaborator/unit</p>	<p>What is the key action that will be taken by your Section in support of this initiative, strategic goal, or collaboration?</p> <p>Actions in RED are required to achieve minimum requirements for the Section. These should be the foundational minimum for the business plan.</p>	<p>Provide detail about the specific action plans to carry out the key action item listed</p>	<p>Enter a priority for the Action Plan from the drop-down menu.</p>	<p>An Action Owner Name is preferred</p>	<p>Enter the key dates for the Action (review, complete, etc.)</p>	<p>Select from picklist: Green - progressing according to schedule Yellow - slightly behind schedule (reviewed/late to no risk to completion) Red - significantly behind schedule (at risk of not being completed)</p>	<p>How will the action be measured - SMART metrics and goals.</p> <p>Specific Measurable Attainable Relevant Time Bound</p>	<p>The targets are for the SMART metrics defined for the action.</p>	<p>Enter the percent complete (0%-100%) for each action</p>	<p>Enter comments related to progress, concerns, road blocks associated with this action. Enter highlighted dates. Note if action is completed and Highlighted accordingly.</p>		
<p>ENHANCED RETENTION AND GROWTH Focus on member retention, especially on New Members and NewLeads. Support the Growth efforts, especially at Student Branches and Institutional levels.</p>			Member Growth & Retention	Develop & implement plan to increase section membership, through retention of existing members and addition of new members	Medium	Membership Chair/Leadership Team (L,T)	12/31/2023	1) # of contacts with potential new members; 2) # of new members who join ASQ during the year	1) ≥ 4 contacts with potential new members; 2) 3 new members in 2023 (including student members)	100%	As of 12/31/23, there are 55 section members per the most recent list (12/06/23) from ASQ. There were two (2) new members in March, two (2) new members in June, and two (2) new members in October, for a total of six (6) new members throughout the year. Four (4) potential new member contacts were made in September.			
			Student Memberships/Student Branches	Develop & implement plan to contact nearby universities/colleges and/or encourage student memberships and possible establishment of Student Branches	Medium	Student Branch Liaison/Member Chair/LT	12/31/2023	1) # universities contacted;	≥ 2 universities contacted	100%	Two nearby colleges were contacted in September (Walla Walla University and Whitman College). Information was shared about ASQ and student memberships.			
<p>HIGH VALUE MEMBER ACTIVITIES Design programs and initiatives that are identified and add value to membership, meet/achieve their identified needs and expectations and support the Mission of ASQ. Think out of the Box to WOW members</p>			Section Programs/Meetings/Events	Offer section meetings or site visits and/or refer members to other sections/professional organizations' virtual or in-person meetings. (NOTE: same action intentionally posted to meet goal)	High	Chair/LT	12/31/2023	# of section meetings held and/or referrals to others' meetings	≥ 5	100% (exceeded)	As of 12/31/23, our section has held eight (8) virtual (MS Teams) meetings: January 23, February 15, March 15, April 19, May 17, August 16, October 18, and November 15. We also held one site visit, on September 23. Our next meeting (virtual) is being planned for January 23. Information about other ASQ section, division and organizational meetings/conferences and other professional organizations' meetings, webinars, conferences, etc., have been shared with section members in our monthly newsletters and websites, and they are encouraged to participate. January (5 ASQ affiliated events and 4 others), February (6 ASQ affiliated events and 3 others), March (7 ASQ affiliated events and 4 others), April (5 ASQ affiliated events and 2 others), May (6 ASQ affiliated events and 2 others), June (4 ASQ affiliated events and 2 others), July (7 ASQ affiliated events and 2 others), August (4 ASQ affiliated events and 3 others), September (7 ASQ affiliated events and 3 others), October (4 ASQ affiliated events and 3 others), November (4 ASQ affiliated events and 3 others), December (2 ASQ affiliated events and 2 others).			
			Communication with Members	Communicate regularly with members through newsletters, website/myASQ and/or emails	High	LT/Newsletter Editor/Webmaster	12/31/2023	# of communications - via newsletters, myASQ Community, website, and/or emails	≥ 5	100% (exceeded)	As of 12/31/23, we have prepared and posted 12 section newsletters to our website and to our myASQ Community. 35 news items ("blogs") have been posted to our myASQ Community, and 14 discussion items have been posted there. We have posted leadership team information and information about our annual business playbooks. We also communicate to our members via email about our monthly meetings and those of other sections in the Pacific Region per the 2023 Regional Programs plan.			
			Identification of Member Needs/Obtain Feedback	Request input from members about their needs (e.g., topics of interest, speakers, programs, etc.); review and apply to future plans/events	Medium	Chair/LT	12/31/2023	# of requests for member input/feedback via postings on the myASQ community site, newsletters, and/or surveys	≥ 3	100% (exceeded)	As of 12/31/23, member input and/or meeting feedback has been requested via polls during our monthly section meetings (8) and on our myASQ Community site (9), and in our newsletters (3).			
<p>ENGAGED AND EMPOWERED COMMUNITIES Maintain engaged and empowered committees that are compliant with the Society and GCC policies and procedures and align with the GCC Strategic Direction. Ensure High Member Leadership satisfaction and engagement.</p>			Geographic Community Level	Full compliance with minimum requirements: MUOA acknowledgment by March 31st 2023. All MLs complete GDPR training by March 31st 2023	High	Chair/LT	by due dates: MUOA by 03/31/2023, GDPR training completion by 03/31/2023	completion	completion of requirements/training on time	100%	MUOA reviewed/acknowledged in February. New team members reported completing the required GDPR training.			
			Geographic Community Level	Deliver member value by conducting a minimum of 4 member events per year	High	Chair/LT	12/31/2023	# of meetings and/or referrals to others' meetings	≥ 5	100% (exceeded)	(Also see item 2 above) As of 12/31/23, eight (8) virtual section meetings and 1 site visit have been held, and members have been communicated with (via newsletters and emails) and encouraged to participate in 58 other ASQ-affiliated meetings/events and 33 other organizations' events during 2023.			
			Geographic Community Level	Conduct a minimum of 4 Section Leadership Committee (SLC) meetings a year	High	Chair/Secretary/LT	quarterly - by 03/31/2023, 06/30/2023, 09/30/2023, 12/31/2023	# of section leadership team meetings held	≥ 4 leadership team meetings	100%	First quarter LT meeting held March 28, second quarter LT meeting held June 15, third quarter LT meeting held September 26, fourth quarter LT meeting held December 16.			
			Geographic Community Level	Section Leaders to participate in at least one of GCC's meetings or trainings, once a year	High	Chair/LT	12/31/2023; as established by GCC/Regional Director	# of participants in ASQ, GCC and/or regional training and meetings	≥ 2 LT members participating in myASQ, GCC or regional training sessions and/or meetings	100% (exceeded)	All LT members are encouraged to participate in ASQ, GCC and training and related meetings. Two (2) LT members participated in GCC ML kickoff meeting/training on January 21; two (2) attended the Pacific Region monthly meeting on January 26; two (2) participated in member-based training on February 1; one (1) participated in TCCL L&L on February 10; two (2) attended the Pacific Region meeting on February 23; one (1) attended the Pacific Region meeting on March 23; two (2) attended the ASQ/Metrolink panel discussion on Student Branches on April 19; two (2) participated in the GCC Member Leader Development session on April 22; two (2) attended the Pacific Region meeting on May 25; three (3) attended the Pacific Region meeting on June 22; two (2) participated in the GCC Member Leader Development session on June 24; one (1) attended the Pacific Region meeting on July 27; one (1) attended the Pacific Region meeting on August 24; one (1) participated in the GCC/Member Leader Development session on August 2; one (1) participated in the Pacific Region meeting on September 28. Other LT members may have reviewed the recordings/slides following some of these meetings/training as well (no information about such was reported to add here).			
<p>OPERATIONAL EXCELLENCE Leverage the expertise of Quality Professionals to ensure best practices in culture, operations, governance and financial transparency are implemented to support GCC policies and the operations of Region Centers and Geographic Committees.</p>			Geographic Community Level	Submit officers list on or before Oct 31st 2023 using Committee Manager and after having conducted the elections (the list will turn on in November 1 for IT to set up the 2023 leadership teams)	High	Nominations Chair/LT	by ASQ deadline in 2023 (10-31)	complete tasks	1) call for nominations/interest from members; 2) LT members contact section members to fill all required positions; 3) submit new LT list by due date (10/31)	100%	1) Official "Call for Nominations" and request for section members interested in serving in the required 2024 section Officer/Chair positions was prepared and included in the June 2023 newsletter, with requested response due date of 08/10. Additional articles/requests were included in the July, August, and September newsletters. 2) All LT members were requested (at the 01/15/2023 LT meetings) to review current section membership list, contact potential candidates, discuss their own interests for 2024, and help ensure all positions would be filled. All positions were filled and names submitted by the due date.			
			Geographic Community Level	Prepare and submit yearly business plan and budget to RD for approval - first draft due on Sep 1st 2023; final RD-approved plan/budget sent to CR by September 26th 2023	High	Chair/Treasurer & LT	by ASQ deadlines in 2023 (04-01 for draft and 09-26 for final)	complete task	1) LT members review 2023 Plans and prepare 2024 Plans; 2) submit to RD and ASQ by due dates	100% complete (final plans approved 08/17/23)	1) LT members reviewed current (2023) Business and Budget Plans and shared/discussed potential goals/actions for 2024; 2) draft plans submitted to RD on ASQ on 08/17; both plans were approved after "Trust" by RD and ASQ on 08/17, with a second "final" approval received on 10/07.			
			Geographic Community Level	Member value by posting content on myASQ, minimum 4 per year	High	Chair/LT	by 1/29/2023	Number of items (newsletters, news items, files, discussion items) posted on myASQ	≥ 5	100% (exceeded)	As of 12/31/23, 38 news items ("blogs" and newsletters), and 14 discussion items have been posted on our section's myASQ Community site this year.			
			Geographic Community Level	Submit ASQ Community Annual Report and EOY 2022 Business Plan update by January 31	High	Chair & Treasurer	by 1/31/2023	complete task	submit by deadline date	100%	Annual Report and updated 2022 EOY Business Plan completed and submitted on 01/06/23			
			Geographic Community Level	Submit year end financial report, if applicable (not required for sections on B/E/Software)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2023 Budget and activity to date is shared with LT for review and discussion at each quarterly LT meeting (1/29, 6/15, 9/20, and 12/16).	
			Section Financial accountability	Review potential and actual purchases/costs against annual budget to ensure accuracy and fiscal responsibility; ensure costs are promptly coded in Bill/Highway; provide regular reports to LT	High	Treasurer & Chair	ongoing	regular reviews & reports	≥ 4 reports to LT	100%				