

Summary of November 2011 Survey

Executive Summary

A survey was made available on our ASQ Dayton website in November, 2011 and our membership was alerted of the need to complete it timely by e-mail. 50 respondents (3 sets of 2 with the same IP address) completed the survey. The conclusions are:

- weeknights are the best
- the times we have been meeting is about right
- the locations are good but varying the site could promote more members participating
- having food available is good but is not necessary
- the cost of the meeting should be under \$15 to meet most expectations.
- Overall expectations have been met for about 2 thirds of the respondents so there is room for improvement.
- The Leadership Team should review in detail the responses to last 3 questions. Many good suggestions and ideas were raised.
- Saturday workshops are well received.

Details: (names of been omitted from comments)

Question: We plan to continue to hold meetings at the MCEC (Montgomery County Educational Services Center) near the Air Force Museum on Springfield Street in addition to Sinclair. Does the location of the monthly program affect your ability to attend?

Response: Yes: 20%
No: 80%

Question: If you know of another location (e.g. your company, another organization, a restaurant), we'd like to know:

Responses or Suggestions:

- Dayton SPIN meets at Clark State Beaver Creek location. It works well and it's free. I'd be interested in holding joint meetings either at this location or at your current location.
- I like having the meeting at MCSEC. The location is convenient to for me.
- I would love for a company that has a good-size meeting room offer their facility to attend.
- Pannera Community Room
- Sinclair CC is easier for me
- Some where between Eaton and Dayton would help.
- The MCEC is a very good location.
- Too far for me. I work in Sidney.

Question: How much are you willing to spend for a dinner that would accompany a monthly program meeting?

Responses:

Comment	Number of respondents
No comment	5
Nothing	1
No dinner cost	1

I would suggest no meal, just meeting	1
As little as possible	2
\$5 or less	1
\$7	1
\$8	2
\$10	3
\$10 - \$12	2
\$12	3
\$10 - \$15	2
\$10 - \$20	2
\$15	7
Up to \$15, but don't really need it	1
\$19	2
Less than or equal to \$20	1
\$20	8
\$20 - \$25	1
\$25	2
Up to the cost of a standard dinner. The cost is not of true importance	1
Yes	1

Question: Are you reimbursed for the dinner cost of the meeting?

Response: Yes: 20%
No: 76%
No response: 4%

Question: Is it important that food is provided/available for a meeting?

Response: Yes: 22%
No: 76%
No response: 4%

Question: How would you rate the time of the ASQ Program Meeting?

Response: Great, would not change it: 70%
Too Early: 12%
Too Late: 12%
No comment: 6%

Question: Suggested Meeting Times or range of times to meet?

Response:

For those who thought the time was great:

- It would be nice to carve out time during my work day
- Let's see what other members say.
- It's good to end by 8 pm
- Times are good but I am only able to make a Fri or Sat meeting

For those who thought the time was too early

- 7:30pm meeting
- I usually do not get out of work until 5 p.m and it is a 45 min drive to Dayton

- Just slightly later, not all members live in Dayton... I have to travel 50 minutes from work.
- No meal, sign in at 6:30. Meeting to start at 6:45
- 6:30 - 8:00
- Sign in 6:00, dinner 7:00, presentation 7:30

For those who thought the time was too late

- start the meeting at 6:30
- 6:30 PM; I suggest shortening the sign in period.
- 6:00 to 6:30 PM - Networking Time, including dinner. 6:30 to 7:30 PM - Main Speaker Presentation.
- Having the meetings on Mon or Wed evenings would be good. And the presentations could start and end earlier
- dinner at 5
- A few lunch meeting during the year would be nice

Question: I prefer the program meetings to be

Response:

- Breakfast Time – 4%
- Lunch Time: 8%
- Saturday Mornings – 8%
- Week Nights - 70%
- No comment – 10%

Question: In general, how would you rate the format of the evening?

Responses:

- Meets Expectations: 66%
- Needs Improvement – 2%
- No opinion – 28%
- No response – 4%

Question: If you have NOT attended any section program meetings (or very few) over the past 1 to 2 years, we'd like to learn why?

Response: 62% responded – some responses fall in more than one category so they may be repeated

New Member related responses:

- I'm new. This month is only my second chance to go and I cannot make it. Plus I'm about to move out of state
- New in town.
- Newer member

Topic related responses:

- I am an auditor but there have (been) no meetings where this was a topic
- I'm usually not interested in the topic or the topic is not currently relevant to me
- It is an hour drive for me so I only go when the topic relates to my work
- Topics are not always in my direct interest.
- Topics don't really match up with what I am looking for. Not many topics on software

Time Constraint related responses

- Business travel.
- Busy schedule.

- Evening meeting while offering longer meeting time slots, it does mean another night away from the family. Having a few lunch meeting would be a + in my book.
- Excessive workload
- Have been in conflict with other group meetings I attend. – 2 respondents
- Having retired I feel I cannot contribute meaningful information. Need to be available to attend to aging parents.
- I am retired, and have an on-going commitment on the same night.
- Location of meetings, job travel
- I have attended a few, but been busy on a few of the meeting nights.
- I have been to a few. The ones I have attended were good. Main reason for not attending is time constraints with other commitments
- No Time - working 60 to 70 hrs / wk
- Other business seems to come up on the night of the program meetings. Other times family commitments on these nights
- The time and day. I typically work past 5:30, then Dayton is another 35-50 minutes from home/work.
- Time constraints
- Time of the meeting is too late. I live in Piqua, work in Dayton. I wouldn't get home till late then have to be back at work at 7:00am
- Travel prevents it.
- Trying to find time, Forcing myself to go,
- Unfortunately, the meetings have all conflicted with either children's activities, hosting of travelers, or traveling for work.

Location related responses

- I work until 6 pm M-Th two hours away from Dayton
- It is an hour drive for me so I only go when the topic relates to my work
- Location is not close and travel limits my activities
- Location of meetings, job travel
- Time of the meeting is too late. I live in Piqua, work in Dayton. I wouldn't get home till late then have to be back at work at 7:00am

Miscellaneous Responses

- Cost
- Hope to get comments

Question: What topics are very important/high interest for you to WANT to attend a monthly evening program meeting?

Response: 58% responded

- aerospace quality, software quality, healthcare quality, ISO standards changes, lean principles in 2012, six sigma pros and cons
- Application of process improvement tools; Product reliability; Leading organization best practices. Sample sizes - product inspection, product design validation.
- Auditing
- Baldrige, Performance Excellence, Strategy Deployment
- Continuous improvement, problem solving, human error prevention
- Corrective Actions, Measurement System, Calibration, Problem Solving Tools
- Effect of quality efforts on company/community economic sustainability. How can we make it an attractor to the local area/region.
- Hope to get comments

- I am not picky. I like the Saturday workshops too.
- I have wanted to attend, just no time
- I like the current variety. New technologies, especially computer-related, are always of interest. I would be interested to find out more about NADCAP and special processes, or even a good solid presentation on the state of the art with conventional man
- I like tours, I want to see what other organizations are doing. Powerpoint presentations are dry and hard to relate to.
- I think the topics have been relevant and "spot on". It's a matter of just timing for me.
- I would attend for the main purpose of continuing education. company's priorities: Lean, Process Capability Studies, Problem Solving, PPAP proficiently, Gage RR. ISO Audit Q&A / sharing might be useful.
- I'd like to see how to become an ASQ Fellow - would also like to learn about open officer positions and the duties and time required
- Latest innovations in quality
- Lean, quality tools, SPC
- Manufacturing Quality issues
Problem solving tools and techniques
- Medical Device Quality Systems (US, Canada, Europe, Emerging Markets), Auditing, Risk Mitigation, Validation, TRIZ, Root Cause Analysis, Problem Solving
- Metrology
- Of the few I have attended, the selections have been spot on. I wouldn't change much about this.
- Quality Assurance, Quality Control, Real examples of quality tools being applied where results were significant (success stories).
Study meetings for ASQ exam preparation.
- Quality engineering topics and principles
- Quality that ties to business objectives - cost, schedule, etc.
- Software quality
- Topics that relate more to the Quality Inspectors and Quality Technicians in and around the Dayton section.
- Varies
- What others are doing. Things they have done, why, what were the results.
- Would be nice to hear success stories or benchmarking ideas from other companies willing to share, example...what they are doing to improve in areas like document control, scrap reduction, reducing quality costs, improving relationships between quality and manufacturing.

Question: Please offer any other suggestions you have that would improve your Local Section member experience – e.g. workshop topics, certification or re-certification related, networking, job awareness, program related, etc.

Response: 46% responded

- Comparison of the quality professional function in various sectors: government, contractors, medical, small business, education, large business, etc.

- Dayton ASQ provides excellent workshops, please continue! Topics: Problem solving techniques, PFMEA, Control Plans, Six Sigma, networking & job awareness topics are very important
- GD&T, Blue Print Reading, and Triz creative problem solving in a workshop with more time compared to a program. Add links to the website with links to resources for "How to create/improve your resume" (it's been a long time for me, could use some tips).
- Great job by Leadership.
- Have meeting at North of I-70 for the people from the North side of town to attend
- Have more meetings north of the city. There is a lot of industry between Dayton and Lima. How many of these ASQ members attend the monthly meetings?
- Hope to get comments.
- How about a night of just networking? Structured round robin to learn more about members' companies and positions
- I do not really know what is available. If it's possible, it may be helpful to have a few options each month or to utilize social media to connect. The one meeting per month and only during the school year has just managed to always conflict. I'd really like to become more engaged.
- I have no improvement offerings. I think you are doing a great job.
- I like the Sat workshops, keep doing them
- I like the Saturday workshops. Anything related to certification/recertification is good.
- I'd like more "hands-on" presentations. I am very interested in the success of our members, techniques they use that lead to success, etc. More war stories.
- lunch meetings might be nice, like IEEE Computer Society does.
- Meetings of people within an ASQ exam area (CQEs, CQAs, etc.) to discuss their challenges and successes in applying these skills in their jobs. Can also share improvement efforts within their companies.
- networking is always great; a page on the website where we have short profiles of section members would be useful; reinstitute the newsletter; ability to do free advertising for my practice; a section on the site where local member can submit short articles – maybe have an editorial calendar of topics by month and interested members can post; these are a lot of web-oriented ideas...
- Speakers on auditing, such as lean auditing.
- There needs to be more meetings or programs that cater to the Quality Inspector and Quality Technician level members of the Dayton section of ASQ. I have not seen many programs available for this level of people with in our section. What is the percentage of people in the Dayton section of ASQ who fall into this category? Not all of us in ASQ deal with engineering level items. Many of us are the hands on individuals who would like to interact more within ASQ, but cannot find subjects that pertain to what we do on a daily basis. Additionally not all of (us) may want or be capable of progressing to an Engineer level in Quality. I particularly work for a medical device manufacturing company in the Dayton area. You also have tool and die shops, and auto parts makers. The inspectors in these areas are left out of what appears to be the focus of ASQ. When are we going to be included within the membership services? We seem to be continually left out in order to cater to Engineers and Auditors. Thank you for your time.
- We have our program plan for 2011/2012 planned out except for two months - May and March. Would ASQ be interested in joint meetings with the Dayton

SPIN for all or some of the meetings?

17 Nov our meeting topic is Agile and CMMI - see the Dayton SPIN website for info. If not interested in joint meetings can we jointly advertise for both of our meetings? We have had smaller attendance than we would like and are planning to do a survey similar to this for SOIN membership also.

- We should do an 8-D Problem Solving Method on this issue. Would make more sense for a Quality Organization to make use of problem solving tools. This would also help us to document the issue for the future. Use the PDCA model to continuously improve. Try to target meetings for skills improvement: 5 Whys, 5S Programs, 7 Essential Quality Tools, 7 Lean Six Sigma tools, 7 Mgt and Planning tools, 7 step Problem Solving, 7 team Tools, etcetera. I believe the membership will come to the meetings if they think they are getting something in return. Some of our topics have really not been targeted towards quality professionals. We could even use the QE BOK or the CMQ Body of Knowledge to try and target certain areas. A popular one would be how to take and pass a Certification Exam.
- Workshop on human/operator error

Respectfully Submitted,
Debbie Milos
VOC, ASQ Dayton Section