

Fiscal Year: 2009-10

BUSINESS PLAN FOR ST. JOSEPH/ BENTON HARBOR SECTION 1007

Submit **previous year's** business plan with results and a cover letter verifying that 75% of goals have been met.to Section Committee, RD and gmp@asq.org by **September 1st**. Submit your **current year** business plan to the Section Leadership Committee, Regional Director and gmp@asq.org by **October 1st**.

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved‡	Contact*	Comments
Increase Impact	Meetings	Meetings that fill current needs of section members.	Sept - 09 to May- 10	# of members attending meeting	22	21	95%	Dennis McGill	
Grow Membership	Membership	Reach out to businesses and people to increase membership.	9/1/09 to 8/31/10	# of members	105	89	85%	Ramona Bryant	
Increase Customer Loyalty	Website	Update Website information at least once per Quarter.	9/1/2009 12/1/2009 3/1/2010 6/1/2010	# of Quarters information is up to date	4	3	75%	Mike Duke	
Grow Means	Notice in Palladium	Notice in 2 editions of Sunday business sections.	Sept - 09 to May- 10	# published twice	9	5	55%	Mary Peirce	
People	Certification Exams	Provide opportunities to take certification exams.	10/17/2009 12/5/2009 3/6/2010 6/5/2010	# of exams proctored	4	2	50%	Leasha Scherer	
	Training	Provide training opportunities to members	9/1/09 to 8/31/10	# of opportunities	2	0	0%	Paul Piller	
Process Performance	Submit Plan	Submit BP and Budget to QMP, RD and Section Leadership	10/1/09	Meet Deadline	C	C	100%	Dennis McGill	
	E Mail Form 1099	Submit Form 1099 to HQ	1/10/10	Meet Deadline	C	C	100%	Jim Bluschke	
	Submit List	Submit Officers/ Committee List member numbers to HQ	5/1/10	Meet Deadline	C	O	25%	Dennis McGill	Target date to email ballots is March 8 th .
	Financial Report	Submit Audited Financial Report to HQ.	8/15/10	Meet Deadline	C	O	0%	Jim Bluschke	Reports being submitted to HQ Quarterly.
	Business Plan Results	Submit Business Plan Results to HQ	9/1/10	Meet Deadline	C	O	0%	Dennis McGill	

Columns with bold headings are required.

^ This can be used for tracking progress. A common legend to use: A (ahead of schedule), B (behind schedule), O (on schedule), C (complete), H (on hold), D (dropped)

‡ These columns must be filled in when plan is submitted for the Total Quality Award.

* Who is responsible for this activity?