

***BUSINESS PLAN TEMPLATE FOR [PALMETTO SECTION/1111]***

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status ^	% of Goal Achieved‡	Contact*	Comments
Increase Impact <ul style="list-style-type: none"> <li>• Support global transformation initiative</li> <li>• Support Social Responsibility movement</li> </ul>	National	Complete and submit, Quarterly cash reports	7/20, 10/20	Date of submission	Submit by due date	O	100%	Teresa Dupuis	
		Submit 2014 budget to RD and HQ.	Jan '14 thru Dec. '14	Date of submission	Due: 10/01/13	O	100%	Teresa Dupuis	
		Submit Jul – Dec 2013 business plans to RD and HQ.	Jul '13 thru Dec '13	Date of submission	Due: 8/15/13	C	100%	David King	
		Submit 2014 business plans to RD and HQ.	Jan '14 to Dec '14	Date of submission	Due:	O	100%	David King	
		Submit completed business plan to RD and HQ.	Sept '12 thru June '13	% of goals met	Due: 09/01/13	O	100%	Vince Price	
Grow Membership <ul style="list-style-type: none"> <li>• Grow the number of organizations served</li> <li>• Grow the number of members engaged in member unit activities</li> <li>• Grow the number of renewing members</li> </ul>	Monthly Meetings	Presentation of topics related to current trends in Quality through monthly scheduled section Meetings.	Sept '13 thru Dec. '13	# Meetings conducted	4 mtgs	O	100%	David King	
Increase Customer Loyalty <ul style="list-style-type: none"> <li>• Improve member retention</li> <li>• Enhance the value of the Quality BoK through strategic use</li> </ul>									

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<b>Grow Means</b> <ul style="list-style-type: none"> <li>• Increase professional certifications</li> <li>• Increase use of ASQ training</li> </ul>	Section Pre-Meetings	Conduct pre-meeting seminars related to fundamental topics for quality related problem solving	Sept '13 thru Dec. '13	Meeting Date	4 Mtgs	O	100%	Vince Price	
	Exam Proctoring	Provide local proctoring of ASQ certification exams	Per ASQ exam schedule	# of ASQ exams proctored	100% of ASQ Exams	O	100%	David King	
<b>Process Performance</b> <ul style="list-style-type: none"> <li>• Use technology to enable information sharing</li> <li>• Improve performance using Baldrige criteria or other methodology</li> </ul>	Section Newsletters	Publish newsletter & E-mail Distribution to promote awareness of upcoming meetings and applicable news items	Sept '13 thru Dec '13	September Newsletter and 3 E-mails distributed	4 qty	O	100%	Jeff Ryan	
	Section Website	Maintain section website to permit access to section information and activities	Ongoing	% Uptime	95%	O	95%	Adam Caldwell	
<b>People</b> <ul style="list-style-type: none"> <li>• Increase Member Leader satisfaction</li> <li>• Increase Member satisfaction</li> <li>• Increase number of Member Leaders participating in leadership training</li> </ul>	Member Leadership Training	Attend Regional Leadership Training	July '13 thru Dec '13	# of Members attending	At least 1 Board member attend Leaders hip training	C	100%	David King	Attended Leadership training in Charlotte, August 2013

**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?