

PALMETTO ASQ

Dear ASQ Palmetto Chapter 1111 Members,

Welcome to the 2010-2011 season. We are excited to announce another great line-up of speakers, pre-meeting training and of course a tour! The full listing is available on our website, www.palmettoasq.org.

Gathering and acting upon the “voice of the customer” is very important to us. You asked for more variety, and diversity in industries and applications of quality tools. The board has worked diligently this summer to find topics and presenters who are sure to be new favorites.

While we’re on the topic of “voice of the customer,” I would like to mention the national ASQ initiative to enhance member retention. A new local team has been created specifically to focus attention on the needs of our membership. Please watch for surveys and information from this team in the near future. Our goal is to provide an excellent membership experience for you. You are invited to get involved and share your ideas with this team.

As another enhancement to member value, we plan to improve the content and functionality of our website. If this strikes a note of interest with you and you would like to get involved, please express that to a board member, who will be glad to connect you with the Internet Liaison.

We are eagerly anticipating the participation of some students from a local university in our 2010 meetings. Please help me welcome them as you will see some new faces. We would like to do more of this type of partnership in the future.

Our schedule this year is the same as many prior years – we will have our dinner meetings on the second Tuesday of each month, at the Holiday Inn located at I-85/Augusta Road. Please remember to RSVP in advance, via our website, www.palmettoasq.org.

Let me again thank our 2009-2010 Chair, Glenn Hicks, for his many years of service to our chapter. Much appreciated!

I look forward to welcoming you to our kick-off meeting, September 14, 2010.

Best regards,

Mercedes Bartow