



Section Operating Procedure

ISO 9001 – ASQ Pittsburgh Section

Document #:

ASQPS-006

Rev.:

0

Title:

Programs Procedure / Checklist

Page #:

1 of 4

REVISION HISTORY

Rev	Description of Change	Author	Effective Date
0	Initial Release	Jim Creiman	2/22/07

REFERENCE DOCUMENTS


Document Number	Document Title
ASQPS-000	ASQ Pittsburgh Section Quality Manual, Section TBD

1. Purpose

This procedure provides a checklist for planning and delivering program events.

2. Definitions and Acronyms

- | | | |
|-----|-------------|---|
| 2.1 | Author | Person designated to create or revise a document or Quality System data. |
| 2.2 | Document | Quality System procedure, work instruction, manual, or associated form which is used to control the processes that affect the quality of the final product. |
| 2.3 | Master List | List which identifies the Quality System documents and data and includes current revision status. This list can be found at...
http://http://www.asqpgh.org/proced.html . |

	Section Operating Procedure ISO 9001 – ASQ Pittsburgh Section	Document #: ASQPS-006	Rev.: 0
	Title: Programs Procedure / Checklist	Page #: 2 of 4	

3. Procedure

3.1 Schedule Program (3-12 months in advance)

- Establish Program Team
- Identify Program Candidates
- Select Programs (Tour Events, Speakers, etc.)
- Propose Event Dates & Locations
- Id Coordinator for every Program
- Provide Program Contact Info to Coordinators
- (Coordinators) Reserve Event Location
- (Coordinators) Arrange Event Date with Speakers or Event Hosts
- (Coordinators) Finalize Topics
- (Coordinators) Obtain Program Summaries & Speaker Biographies with Permission to Post on ASQ-Pittsburgh Website & in email Announcements
- Forward announcements to Webmaster and Communications Chair for publication
- Forward Schedule to ESWP to prepare to Accept Reservations
- Arrange Catering (Dinner)
- Adjust announcements as needed

3.2 Confirm Program (2 months in advance)

- Confirm the Date, Times, and Dinner Selection with Speaker, Caterer and Event Location
- Identify audio visual requirements or any special needs by speaker or event host
- Forward any changes to ESWP, Webmaster and Communications Chair.
- Tentatively identify Program Team members to support event (at-door registration, speaker introduction and event evaluation)
- Identify audio visual requirements and any special needs requests by Speaker or Event Host

3.3 Confirm Final Program (2 weeks in advance)

- Confirm the final Date, Times, and Dinner Selection with Speaker, Caterer and Event Location
- Finalize audio visual requirements or any special needs/restrictions by speaker or event host
- Forward any changes to ESWP, Webmaster and Communications Chair.
- Identify final Program Team members to support event (at-door registration, speaker introduction and event evaluation)



Section Operating Procedure

ISO 9001 – ASQ Pittsburgh Section

Document #:

ASQPS-006

Rev.:

0

Title:

Programs Procedure / Checklist

Page #:

3 of 4

3.4 Prepare Materials for Event (2 days in advance)


- Print ASQ receipts (0.3 ASQ Recertification Units per program & proof of payment)
- Print speaker's bio for introduction
- Print and frame speaker's (or host's) appreciate certificate
- Print event evaluation forms
- Gather audio visual, blank name tags, pens/markers, or other materials (not provided by speaker or event location)

3.5 Bring Materials (day of event)

- Obtain reservations list from ESWP (may need to electronically reformat the file to use for check-in at the event)
- Bring receipts, evaluations, reservation list, speaker bio, blank name tags, and appreciation certificates for event.
- Bring audio visual, pens/markers, or other required materials

3.6 Set-up Event (1 hour before event)

- Bring evaluations,, speaker bio, and appreciation certificates to event.
- Bring audio visual, name tags, pens/markers, or other required materials
- Verify host location set-up
- Set-up audio visual and other required materials
- Prepare check-in table with reservations list, receipts, pens/markers and name tags
- Check-in attendees on reservations list upon arrival (or add, if not already on list), collect money if required (keep in safe place), give name tag, give receipt)
- Coordinate with the chair (or other event coordinators) what he/she will announce, such as:
 - Event logistics (event schedule, nearest lavatory, emergency exits, etc.)
 - Upcoming events
 - Speaker/host introduction

	Section Operating Procedure ISO 9001 – ASQ Pittsburgh Section	Document #: ASQPS-006 Rev.: 0
Title: Programs Procedure / Checklist		Page #: 4 of 4

3.7 Hold Event

Chair or event coordinator introduces event, others who make ASQ announcements, and then the speaker/event host

Programs should be limited to 1 hour including questions. Typically allow 45 minutes for dinner.

If possible, take digital photos during the event for newsletter publication.

Distribute evaluations during open question period

Event coordinator presents appreciation certificate to speaker or event host (if possible, take a digital photo for newsletter publication).

Thank Attendees and collect event evaluations

At events not held at ESWP, arrange payment for catering and other fees (use ASQ debit card, if possible)

Gather and remove materials brought to support event.

Verify clean-up (assist if necessary).

3.8 Follow-up Event (day after event)

Email thank-you note to speaker/event host

Deposit money received at check-in into ASQ bank account

Send to ASQ-Pittsburgh Treasurer:

Reservation/check-in list

Summary of bank deposit (e.g., “Total \$75: \$25 each from 3 people attending 2/12/09 ASQ dinner meeting”)

A check request (with a copy of the paid invoice), if reimbursement is needed

Compile event evaluations and share summary with speaker/event host and Program Team