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REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
0	Initial Release	Bill Copeland	3/29/07

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

1. Purpose

This procedure provides a checklist for planning Focus Group dinner meetings.

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 . |
| 2.4 | ASQ | American Society for Quality |



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3. Procedure

3.1 Determine Event Purpose

- Event should be based on either a popular topic based on surveys or Steering Committee Targets
- Use the Survey results or progressive Focus Group training plans, if required
- Meet with Focus Group Steering Committee to agree on project format, scope and objectives
- Review Event environment (on-site) to determine time frame, success probability, issues, attainable goals
- Speaker should be high caliber with years of public speaking experience and a relevant topic.

3.2 Set Date of Project

- Should be convenient for venue, speaker, members, and host
- Once set, should not be changed unless dire needs occur
- Allow plenty of time to complete networking, meal, announcements, and presentation.
- Make allowances for dinner staff to serve and bus tables if needed

3.3 Speaker Obligations

- 1-2 paragraph summary of topic
- biography, short and long
- list of needs for event (equipment, special items)
- Verbal agreement on handouts, time frame (1 hour), etc.

3.4 Marketing / Advertising

- Develop several ad-copies: See **Appendix A - Sample Focus Group Event Invitation.**
 - Short 1-paragraph topic description for monthly ASQ-Pit events email blast. Send to Section Chair of Electronic Communications
 - Topic description, speaker background, event details, date and time, location, cost, registration instructions, deadline and cancellation policy to all members of the ASQ Pittsburgh Section and Focus Group distribution list.
 - Topic description and speaker background for website and group emailings. Send website entries to the Section Webmaster. Send email entries to Section Newsletter Chair.
 - If desired, write 1-2 paragraph announcement for advertising and send to the following:
 - mgreenway@pghtech.org
 - nhill@post-gazette.com
 - mhampton@tribweb.com
 - sluurtsema@bizjournals.com
 - <http://www.businesscalendar.org>
- Timing for ad-copies:
 - ASQ-Pit Email Blast: At least one month before event
 - Advertisements: magazines= 1 month before, newspaper= 1 week before
 - Website Entry: As soon as possible
 - 1st Focus Group email announcement: One month before event
 - 2nd Notice Reminder: 7-10 days before event
 - Last Notice: 3 business days before event with cancellation notification



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- Post Event report (as needed)

3.5 Registration Administration

- Send information to Engineer's Society of Western Pennsylvania (ESWP) for registrations:
 - Event description, date and time, venue, cost, registration deadline and cancellation policy.
 - Information to collect (name, organization, title, email address, credit card #)
- Receive registrant information from ESWP after registration deadline See **Appendix D – Sample Registration List**
 - Send confirmation emails See **Appendix B – Sample Focus Group Reservation Confirmation Letter**

3.6 Logistics for Dinner Venue

- Approximate attendance and call venue administrator to make arrangements.
- Arrangements and setup information should be confirmed 2 months in advance.
- Send Room setup file, if necessary. See **Appendix F – Sample Room Layout Form**
- Consider dinner service (served dinners take 1hr+, Buffets take 40 minutes)
- Consider meal choices (venue can have other options)
 - Cash Bar
 - Meat choices (Fish, Chicken, Beef)
 - Vegetable choices
 - Coffee, Tea, Soft Drinks, Water
 - Various standard desserts
 - Special needs
 - Guest from outside plant
- Dinner selections should not exceed \$25, all inclusive, per person.
- Venues need final count 2-3 days before event

3.6.1 Miscellaneous Items for Event

- Additional Support Personnel, get volunteers for:
 - Cash/Check Collections (must be approved by Treasurer)
 - Greeters
 - Equipment Setup Help
- Equipment: (as needed by speaker);
 - Projector
 - Laptop
 - Overhead Projector
 - TV/VCR
 - Extension Cord
 - Projector Screen
 - Sound System & Microphone
 - Easel Pads and Stands and Sharpies
 - Work Tables
- Documents & Items to Bring:
 - Check-In Form with names
 - Name Tags (Avery 05147, 2 labels per sheet), or equivalent.
 - ASQ Handouts



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- CEU Receipts for event (Blank Names) **See Appendix C – Sample Receipt and CEU Form**
- Spare Pencils / Pens
- Session Evaluation Form
- Sub-team rooms for sub-team assignments

3.6.2 Event Day Activities

- Arrive at least 30 minutes before event to;
 - Confirm room setup, food, and equipment with Host
 - Check equipment and placement
 - Setup Check-In table
 - Help Speaker setup for presentation
 - Coordinate activities with Collections and Greeters
 - Check off names as attendees check in
 - Hand out name tags, CEU receipts and session evaluation forms

3.6.3 Event Duties

- Make sure all attendees are greeted
 - New attendees are noted
- Announcement before Meal (6:00pm)
 - Brief Welcome
 - Greet New attendees and ask for name, title, and company
 - Note Topic and start Time (7:00pm)
- Announcement after meal
 - Brief Welcome
 - Announcements regarding topic and speaker(s):
- End of Presentation
 - Thank speaker
 - Remind of next event, date, time, location
 - Upcoming Events in FG
 - Upcoming Events in ASQ
 - Others
 - Collect completed Session Evaluation Forms **See Appendix E – Sample Evaluation Questionnaire**

3.6.4 Post Event Activities

- Confirm Host/Caterer knows where to send bill and confirm amount
 - Based on number of attendees, plus special bills
- Teardown of Equipment
- Thank volunteers, host, speaker
- Help speaker as needed
- Send Post Event report to press
- Analyze Session Evaluation Forms and distribute to speaker(s) and Steering Committee



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Appendix A – Sample Focus Group Event Invitation

ASQ Pittsburgh

LEANSIGMA Focus Group

The ASQ Pittsburgh LeanSigma Focus Group invites you to our next meeting at Highland Country Club on March 23rd from 5:30pm to 8:00pm. Our topic will be “*Problem Solving in the Toyota Production System.*” The session includes a short networking session with a cash bar, full buffet dinner catered by Highland Country Club, and a short presentation of the topic.

Most companies emphasize the importance of lean tools, such as Kanban and manufacturing cells, during implementation of lean manufacturing in the organization. And there is little focus on the necessity for problem-solving, even in books and articles describing lean manufacturing.

Toyota on the other hand, the original developer of lean manufacturing methods, relies heavily on employee problem-solving as the basis for Continuous Improvement in the Toyota Production System (TPS). This overview will describe how problem-solving is integral to the success of TPS, and how problem-solving methods can facilitate the implementation of TPS in both manufacturing and non-manufacturing organizations.

Our presenter is Don Klessner, a member of the LeanSigma Steering Committee, and currently V.P. - Continuous Improvement and Quality for PTC Alliance, where he is leading the implementation of Six Sigma and Lean methodologies for the corporation. In the past, Don was Continuous Improvement Director for Dynamet, in Washington, PA, consulted at SPIRC and worked at Pittsburgh Tube Co. and LTV Steel. He has a Metallurgy degree from Penn State and Masters in Metallurgical Engineering from Univ. of Pittsburgh. He is also a Six Sigma Black Belt.

The inclusive cost is \$25 per person. Payment is by cash or check at the door. Attire is Business Casual. Direction for Highland CC are at www.highlandcc.net/directions.htm


To reserve your seat to this session, please send an email with the following information to [Joe Organizer@JoesEmailAddress.com](mailto:JoeOrganizer@JoesEmailAddress.com) by February 20th. We will return a confirmation of your reservation and additional information. *A RESERVATION IS REQUIRED FOR ATTENDANCE.*

Name: _____
Title: _____
Company Name: _____
Preferred email address for confirmation: _____

Thank you again for your interest and participation. I personally look forward to meeting you at this important event.

Sincerely,
Joe Organizer
ASQ LeanSigma Focus Group Chair
555-1234

[Joe Organizer@JoesEmailAddress.com](mailto:JoeOrganizer@JoesEmailAddress.com)

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Appendix B – Sample Focus Group Reservation Confirmation Letter

To all LeanSigma supporters,
 Thank you for your interest and support of the ASQ-Pittsburgh LeanSigma Focus Group.

You are confirmed to attend the February 23rd, ASQ Lean Sigma Dinner Meeting at the Highland Country Club. The meeting will start at 5:30pm with networking and a Cash Bar. Dinner will be served at 6:00pm. The presentation "Business & Financial Case for Lean" will start at 6:45pm until 8:00pm.

To reduce the complexity of dinner choices and allow more presentation time, we have changed the dinner format for this meeting to a buffet with the same selections plus some extra dishes. Both the Chicken and the Salmon will be available, so you can change or try both if you wish.

Also remember that this is an executive level topic so please invite your company management to the event. If you registered multiple members of your company, please forward this message as a reminder.

Please let us know if you need directions or have any questions regarding the location, format, or topic.

Regards,

Joe Organizer
 ASQ-Pittsburgh LeanSigma Focus Group Leader



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Appendix C – Sample Receipt and CEU Form

To: American Society for Quality

600 North Plankinton Avenue
Milwaukee, WI 53203
USA



From: Certification Number: _____

ASQ Membership No.: _____ Recertification Units: 0.3 Attendance Hours: 1

Sponsor: ASQ Pittsburgh Section 0802

Program: Dinner Program and Technical Presentation

Receipt: \$22.50 (Member); \$25.00 (Non-member)


Topic: Financial and Business Case for Lean

Date: February 23, 2006

Joe Organizer

Lean Sigma Focus Group Chair
ASQ Pittsburgh Section 0802

Attendee Signature

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Appendix D – Sample Registration List

#	First Name	Last Name	Company	Title	Email
1	John	Attendee	ABC Widgets	Mfg. Eng	abc@def.com
2	Alison	Attendee	Quality, Inc.	QA/QC	abc@def.com



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Appendix E – Sample Evaluation Questionnaire

Topic: Financial and Business Case for Lean,

Speaker: Joe Organizer, Date: Feb 23, 2006

We want to be sure our Lean Focus Group Sessions meet your current needs and requirements. Please help us improve the effectiveness of this program by completing this evaluation form and forwarding to the Session Moderator. Thank you for your attendance and feedback.

1.1.1 Session Materials: (Please Circle your Responses)

1.	Was the Session relevant to your Lean Sigma Interests?	Not at All	Some	Mostly	Definitely	
2.	Was the Session Organized to your Understanding?	Not at All	Some	Mostly	Definitely	
3.	Were the Exercises or Simulations Effective?	Not at All	Some	Mostly	Definitely	
4.	How would you rate the session Materials?	N/A	Poor	Fair	Good	Excellent

1.1.2 Session Instructor:

1.	Did the Instructor Clearly State the Session Objective?	Not at All	Some	Mostly	Definitely	
2.	Was the Instructor Organized and Prepared?	Not at All	Some	Mostly	Definitely	
3.	Did the Instructor Interact with the Audience?	Not at All	Some	Mostly	Definitely	
4.	Did the Instructor know the Topic?	Not at All	Some	Mostly	Definitely	
5.	Rate the Instructor?	N/A	Poor	Fair	Good	Excellent

1.1.3 Session Facilities:

1.	Was the Facility Appropriate for the Event?	Not at All	Some	Mostly	Definitely	
2.	Did the Venue/Facility Help Understand the Topic?	Not at All	Some	Mostly	Definitely	
3.	Rate the Food	N/A	Poor	Fair	Good	Excellent
4.	Rate the Facility	N/A	Poor	Fair	Good	Excellent

1.1.4 Session Overall:

1.	Session Value vs. Time Spent?	N/A	Poor	Fair	Good	Excellent
2.	Session Relevance to you Job?	Not at All	Some	Mostly	Definitely	
3.	Best Part of the Session	Network	Meal	Exercise	Speaker	Presentation
4.	Item to Consider Improving	Networking	Speaker	Exercises	Presentation	
5.	Rate the Session	N/A	Poor	Fair	Good	Excellent

1.1.5 Please use the space provided to answer these questions:

What is One Item we should Improve in our Sessions? _____

What is your overall Impression of the Event? _____

Additional Comments: _____

Thank you for participating in this evaluation – a part of our Continuous Improvement Process.



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Appendix F – Sample Room Layout Form

