

1.0 Purpose

This procedure defines the methods used by the Education Committee Chairman to assure that the process of providing an education service is conducted in a controlled manner.

2.0 Description

The Education Committee currently operates on a two-semester cycle for winter/spring and summer/fall. Classes are generally refresher courses for the certification examinations offered in October & December and March & June. Certification refresher courses are scheduled to coincide with these worldwide exams. Additional courses may also be offered for continuing education in specialized areas.

March (1st Saturday) and October (3rd Saturday) Exams

Certified Quality Manager
Certified Quality Technician
Certified Mechanical Inspector
Certified Reliability Engineer

June (1st Saturday) and December (3rd Saturday) Exams

Certified Quality Engineer
Certified Quality Auditor
Certified Software Quality Engineering
Certified Quality Improvement Associate
Certified Calibration Technician

3.0 Procedure

3.1 Sign-up

1. An ASQ Registration Data Sheet is completed for each individual student, including in-house classes. Registration requests may come via phone, mail or e-mail and are treated in the same manner.

Determine if any discounts apply, refer to Operating Procedures.

2. If an inquiry call, refer individual to course instructor.
3. Once a week, fax, e-mail or mail current course listing to both the Education Chairman and Treasurer. Once at least one student has signed up for a class the Instructor is to be faxed or e-mailed a course listing on a weekly basis.



This listing is to contain the student's name, phone numbers, fax number, payment status (including refunds), payment method, payment date and amount. This is an integral part of our operation, and therefore will be a condition of payment for services rendered. Notification will be in writing and no penalty for late payment shall be assessed.

4. If any questions arise that this procedure does not handle, call Education Chair or designee.
5. Please remind students for refresher courses that a separate sign-up is required for exam. This can be done through the main ASQ number 1-800-248-1946, and there is an additional cost.

3.2 Confirmation

Confirmation Letter is sent/faxed to student with directions. Directions are attached in appendix.

It is the responsibility of each instructor to contact each registrant to confirm class or cancel class, refer to section 3.4 for cancellation, except when instructor is from out-of-state. Service Provider will contact registrants for instructors who are from out-of-state.

3.3 Payment

Credit Card

American Express, Master Card and Visa are accepted.

- Number
- Expiration Date
- Ask, if receipt is needed and send with confirmation letter and directions.

Process the credit card information through Merchant Account.

Purchase Order

An invoice letter needs to be sent to the responsible individual. Obtain the following information for letter:

- Letter Addressee, if not the same
- Purchase Order Number
- Check if any discounts apply, refer to Operating Procedures

Checks

Due to past history, it is the policy of ASQ not to accept any partial or installment payments. If such a request is given, recommend that individual make payment in full with credit card and make installment payments.

Checks are to be made payable to “ASQ Pittsburgh Section”, and forwarded to Service Provider.

3.4 Cancellations

Either the Education Chairman or Section Chair must be contacted to confirm cancellation. Education Chairman or Section Chair will contact Instructor if course is less than breakeven, and contact Service Provider with positive confirmation of course being conducted or cancelled. It is important that the Service Provider and Treasurer both be notified positively if a course is being conducted or cancelled. Service Provider will contact Service Provider to request refunds as in section 3.5.

In the event, that the instructor cannot be contacted or instructor is from out-of-state, Service Provider will contact each registrant to cancel the course as well as the facility manager. It is ASQ’s general policy not to conduct a class with less than 3 students. The database will be updated accordingly.

3.5 Refunds

To issue a refund complete the attached form in the appendix and forward to Treasurer. The database will be updated accordingly.

3.6 Certificates

Instructors are required to forward an attendance sheet back to Service Provider to better facilitate certificates. Course certificates are issued to each student as a record of successful completion of the course, and of course full payment. The minimal requirement is 75% attendance by the student, and any additional requirements set forth by the Instructor. Service Provider will generate certificates using a Microsoft Powerpoint file provided by ASQ with electronic signatures. Certificates are sent to instructor prior to the next to last class in order to prevent excessive mail charges. This gives the instructor two sessions to distribute certificates.



Pittsburgh Section
Education Committee

Sign-up Procedure

Correspondence and on-line classes should be considered to have the same course end date as the public class with respect to mailing of certificates.



REVISION REGISTER

Date	Revision Description	Page No.	Initials
2/15/98	Original Development	n/a	RLD
4/25/98	Added 3.4 Refunds and corrected names	3	RLD
8/24/98	Added item 5 to section 3.1 to remind students of separate ASQ exam signup and changed confirmation letter.	2	RLD
11/15/98	Added clarification of contacts in section 3.2 Confirmation and section 3.4 Cancellations for clarification of responsibilities Updated names and addresses and facility managers	2,3,5	RLD
6/3/00	Added faxing of student list to Instructors Changed John Bauer to Section Chair for cancellation contact Added ASQ Registration Data Sheet Added Check Request Updated Names and Addresses	3.1 3.4	RLD
11/11/00	3.4 Removed any reference to number of students for cancellation Updated Names and Addresses	3 4	Comm. Mtg.
6/10/01	Added New Certification Revised section 3.1, item #3 Updated Names and Addresses	1 1-2 5	RLD
11/7/01	Change Office Link to Service Provider Clarified source of signups Clarified printing of certificates	2-3 1 3	RLD
4/1/02	Added that on-site courses are not run until payment is made Added clarification of certificates for correspondence and on-line courses. Added Suggested Instructor Welcome	3 10	RLD
7/22/02	Added AmExp and Verisign Updated Names and Addresses	2 5	RLD
7/25/02	Changed 'Verisign' reference to 'Merchant Account' Remove reference to cancellation of on-site courses as Service Provider is no longer responsible. Service Provider will receive all checks directly. Clarified method for cancelling a class and requiring positive confirmation back to Service Provider and Treasurer about class status. Service Provider to call all students when a course is cancelled. Instructors to forward an attendance sheet to Service Provider.	2 3	ESWP Mtg
7/29/03	2.0 Added Calibration Technician Certification Updated Instructor Information	1	RLD



ATTACHMENT - Pittsburgh Section #0802 - ASQ
Confirmation Letter
Invoice Letter
Suggested Instructor Welcome
Directions (in Brochure)
ASQ Registration DATA Sheet
Refund Request (Check Request)



ASQ Pittsburgh Section
Education Committee

TODAY'S DATE

INDIVIDUAL
COMPANY NAME
ADDRESS
CITY, STATE ZIP

PHONE:
FAX:

REGISTRATION CONFIRMATION LETTER

This is to confirm your registration to:

ASQ COURSE DESCRIPTION
LOCATION
DATE
TIME

Please check the dates for accuracy.

Your instructor, INSTRUCTOR'S NAME, will be contacting you regarding any scheduling changes or cancellation of the class. Course cancellations are decided one week prior to start of course.

Please be aware that if you are taking a refresher course that a separate sign-up is required for the exam, and that an application deadline is imposed. You may apply for this exam by contacting the main ASQ organization at 1-800-248-1946. If you have any questions regarding this class or any other ASQ class, you may contact Robin at:

Phone: 724-934-9000 x616
Address: ASQ Pittsburgh Section
Attention: Robin L. Dudash
P.O. Box 7
Lyndora, PA 16045

Thank you.

Robin L. Dudash



ASQ Pittsburgh Section
Education Committee

COMPANY NAME
ADDRESS
CITY, STATE ZIP

RE: P.O. #9999999

Dear RESPONSIBLE PERSON:

This is an invoice for the DESCRIPTION course attended by INDIVIDUAL 1, INDIVIDUAL 2 and INDIVIDUAL 3. The cost for each class is \$999.99. All costs include a 10% discount for multiple registration. The total for these classes are \$999.99.

Please submit a check payable to ASQ-Pittsburgh Section , and mail to:

XXXXXXXX

Sincerely,

Robin L. Dudash

SUGGESTED REGISTRANT WELCOME INSTRUCTOR

Hello,

I have been informed by the ASQ-Pittsburgh Section that you have enrolled for the upcoming COURSE NAME on COURSE DATE. It is my pleasure to take this opportunity to pre-welcome you for the COURSE NAME that you have elected to participate in, and upgrade your professional skills.

To help me prepare to give you the best educational experience please share with me the following:

1. Reason(s) as to why you are taking this particular course?
2. Your academic background, particularly in the study of statistics (if any).
3. Your professional background and experience in data analysis and applications (if any).
4. Your expectations from participating in this course.

This information requested above will be useful to help me to properly address the course to your background, needs and expectations. As you might be aware of you will need to bring LIST OF ANY ITEMS to make the best of this experience. Please let me know if you have any issues with this request.

My e-mail address is: INSTRUCTOR'S E-MAIL
Kindly respond to my request as your earliest convenience. Thank you for your cooperation.

Regards.

INSTRUCTOR

ASQ REGISTRATION DATA

Date: _____

Full Name (for Certificate):

(Last) _____ (First) _____ (MI) _____

Address:

(Company) _____

(Street) _____

(City) _____ (State) _____ (Zip) _____

Phone:

() _____ (Home) () _____ (Work)

() _____ (Fax)

Course #	Name	Location	Instructor

Class Start Date: _____ Time: _____

Purchase Order (#) _____

Check (#) _____
(Checks payable to ASQ Pittsburgh Section)

Credit Card: VISA _____ MC _____

ACCT (#) _____ Exp _____ / _____

Total \$ _____

Fax Sheet to Treasurer: _____

Put on Table: _____ Put on Data Sheet: _____

Confirmation mailed: _____ Certificate mailed: _____

CHECK REQUEST

SECTION NAME: _____

SECTION NUMBER: _____

Today's Date: _____

For the Pay Date Of: _____

Please Issue Check To:

Please Mail Check To: (if different)

INVOICE INFORMATION:

Invoice Date: _____ Invoice Number: _____ Invoice Amount \$ _____

EXPLANATION OF REQUEST:

- PLEASE ATTACH COPY OF ORIGINAL INVOICE OR OTHER DOCUMENTATION AS SUPPORT FOR PAYMENT.

Requested by: _____

Date

Approved by: _____

Date

****FOR TREASURER'S USE ONLY****

COST CENTER	ACCOUNT NUMBER	AMOUNT	
CHECK AMOUNT			

CHECK INFORMATION:

Check Date: _____ Check Number: _____

This expenditure is: Budgeted
 Unbudgeted

Endorsed by: _____