



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 Education Chairman

The Education Chairman is approved by the ASQ Pittsburgh Section Chair and subject to approval by the ASQ Pittsburgh Section Board. Approval is documented in the meeting minutes. There is no term limit.

3.0 Education Committee

The Education Committee is appointed by the Education Chairman. This Committee shall be comprised of a minimum of two other members.

At a minimum, the Education Committee shall meet once a year for a planning session. Meeting minutes are submitted to the ASQ Pittsburgh Section Board for review.

4.0 Instructors and Courses

4.1 Existing

All courses and designated instructors currently being documented in the schedule booklet are grandfathered as of 2/4/97 based on demonstrated performance.

4.2 New/Substitutes

A prerequisite for teaching a certification course is that all instructors be certified in that body of knowledge or higher equivalent, in particular the CQE would be accepted in lieu of CQIA, CMI or CQT. If not already meeting the preceding requirements or grandfathered, the instructor must be certified within two years of conducting the first class. Any exceptions would be approved by the ASQ Board, if a certification is available.



New instructors shall submit their resume, course outline, and *at the consensus of the Education Committee*, conduct an 8-10 minute presentation of their course material for evaluation by the Education ~~Chairman and~~ Committee. New instructors are approved by the Education Chairman and Committee. Approval is documented in meeting minutes.

ASQ Professional and Technical Development group provides a Guide for New Instructors for assistance.

Substitute instructors may be used upon the approval of the Education Chairman, and provided they have the prerequisites for a certification course. This approval shall be documented by the Education Chairman.

4.3 Evaluation

At a minimum, instructors and course content are evaluated formally by their students at the conclusion the course, and after the certification exam by the attendees.

All evaluations shall be based on a 5-point scale with 5 being the highest rating. At a minimum, the attached evaluation sheet shall be used. These results are evaluated once a year by the Education Chairman and Education Committee members. Any Instructor or Course evaluated with an average score of 2.5 or less shall be formally re-evaluated by the Education Chairman and Committee members. This re-evaluation may prescribe corrective action and/or disqualification from teaching the course of concern.

Any Instructor who has been disqualified for a course by the Education chairman and Committee members may appeal this decision to the ASQ Pittsburgh Section Board.

4.4 Certificates

Course certificates are issued to each student as a record of successful completion of the course. The minimal requirement is 75% attendance by the student, and any additional requirements set forth by the Instructor. Instructor is required to send Service Provider a copy of Attendance Sheet to facilitate creation of certificates.



4.5 Biographies

Instructor biographies shall be reviewed and updated on a yearly basis to ensure marketing effectiveness.

5.0 Payments

5.1 Cancellations

Classes will be cancelled three days before class start date if a minimum of people for a break-even point have not signed up for the class. Planned participants will be contacted and will be re-imbursed payments in full.

Individuals canceling registration in a class will be entitled to a full refund up to five days before class start date and then a 50% refund up to, and including, the third class. No refunds are afforded for a cancellation after the third class, or first class if class scheduled less than 3 days.

On-site classes will not be conducted until at least half- payment as been received from the company. If the company should cancel for any reason before the third class, the instructor shall be paid for the hours conducted and reimbursed for expenses. The remaining amount is refunded to the company, less a pro-rated 20% for ASQ Section.

Please refer to Education Sign-up Procedure for responsibilities for course cancellation.

5.2 Discount Policies

A 10% discount can be applied for those entities enrolling 3 or more people in one or more classes.

A discount is applied to registration fees for individuals signing up late for a class. The discount is apportioned from the full enrollment fee according to percentage of classes yet to be conducted and total number of classes scheduled.

For full-time students and unemployed individuals, a flat rate will be applied of \$250.00 plus cost of textbook, provided the Instructor and course material expenses are covered.



5.3 Company Sponsored Classes

Those courses conducted on an in-house basis with companies will be priced such that course expenses are covered and an additional 20%.

5.4 Retakes

Individuals can retake a class at no additional cost for two years after completing the course if they have not successfully passed the certification exam or were unable to take it for whatever reason. If the text has changed, individuals are required to purchase a new text at their own expense.

5.5 Board Members

Current Board Members and Committee Chairs are entitled to attend one course each semester at no cost, less the purchase of the course text book, and other materials if required. The above is precluded by the course cancellation or not at a break-even point.

5.6 Sponsors

Those organizations sponsoring Education Course facilities are entitled to have one student attend each ASQ Pittsburgh Section sponsored course at cost of the course materials. This will be provided on a first-come, first-serve basis. The above is precluded by the course cancellation or at a break-even point.

6.0 Expenses

Instructors shall be paid the hourly rate as defined in the approved breakeven chart developed for each class. These charts are an integral part of the ASQ Education Budget and therefore must be approved by the Education Chairman and Instructor before class can be conducted. This rate applies only to instructional hours, and instructors are not paid for course development. In the event that a class size may warrant a change to the hourly rate, requests are submitted in writing to the Section Chair for approval.



If hours are to exceed the published course hours then prior approval from the Education Chairman is required. This approval shall be documented by the Education Chairman.

Those classes which cannot be run at a break even point with the above rate may be run at a lower rate, if mutually agreed upon by Instructor and Education Chairman. If a lower rate is not agreed upon and/or the class cannot be run at a break even point plus a minimum of 20%, the approval is required by the Section Chair to run. This approval shall be documented by the Education Chairman.

If the course materials are pre-paid by the Instructor, the expense is reimbursed upon submittal of proof of payment. Allowable expensed materials are course textbooks and/or copied handouts. These materials shall be included in the course budget. If course material budget exceeds \$75.00 per student, prior approval must be obtained from the Education Chairman through the Breakeven Chart.

Instructors are to submit invoices and a completed Check Request form to the Education Chairman for approval. The invoice and Check Request form is forwarded to the Treasurer for payment. As an incentive for full receipt of funds, instructors are not paid until all payments have been received by the Treasurer for the class, unless otherwise approved by Education Chair or Section Chair.

7.0 Documentation

The following documentation shall be maintained by the Education Chairman for a minimum of three years and subject to review by ASQ Pittsburgh Section:

1. Education Committee Meeting Minutes
2. Approval Log

Revisions to this document shall be maintained by the Education Chairman. Policy changes shall be approved by the ASQ Pittsburgh Section Board or Education Committee. Records shall be transferred to incoming Education Chairman.

REVISION REGISTER

Date	Revision Description	Page No.	Initials
2/4/97	Original Development	n/a	RLD
3/26/97	2.0 revise - appoint every year, no term limit	1	JB
	4.1 added - based on demonstrated performance	1	RK
	4.3 revised - defined re-evaluation, added appeal process	2	



	4.3 revise - define 'evaluation during the course'	2	GR
	4.3 revise - new instructor approval	2	JB
	5.2 revise/remove - discount policies	3	VZ
	5.3 revise - in-house discount policy		
	5.4 revised - clarified at no additional cost	3	GR
	5.5 revised - clarified at no cost, less		
	6.0 added - instructor expenses	4	RD
	7.0 added - transfer of documents	4	RK
	Evaluation revise - '5. My knowledge ... of quality issues' to 'subject matter'	6	GR
7/24/97	Added discount for full-time students and unemployed individuals	3	RD
11/22/97	Name change 'ASQC' to 'ASQ'	All	RD
12/31/97	6.0 If class size \geq 20, instructor paid \$100.00/hour	4	RD
11/15/98	Added reference to Education Sign-up Procedure to 5.1 Cancellations Updated Course Evaluation to include registration service	3	RD
2/9/99	5.2 Added Early Bird Discount	3	Board Mtg
	6.0 Changed rate to from \$75.00 to \$100.00 and removed previous comment about class size from 12/31/97	4 7	
6/3/00	5.3 Updated in-house pricing policy	3	Comm. Mtg
	6.0 Add Invoicing Procedure and Section Chair approval for less than break even classes	4 7	
	Fix typo in Evaluation	8	
	Added Check Request (invoice)	10	
11/11/00	5.3 Removed 20% discount for early sign-up	3	Comm. Mtg
	6.0 Added comment on possibly increasing instructor fees if class size warrants and minimum 10% above break-even for expenses	4	
8/4/01	4.2 Amended qualification of instructors	1	Comm. Mtg
	5.1 Refund upon cancellation of course less than 3 days	3	
	6.0 Added the requirement of a breakeven chart for a class and approval of chart before conducting	4	
4/1/02	Added cancellation policy for on-site courses	3	RLD
	Changed 10% to 20% minimum	4	
	Added that instructors are not paid until all ASQ is paid	5	
7/25/02	Added that Instructors are to send Attendance Sheet to Service Provider.	2	ESWP Mtg
7/29/03	4.2 Changed the presentation requirement for a new instructor to be at the consensus of the Education Committee Change Logo	2	Board Mtg



Pittsburgh Section
Education Committee

Operating Procedure

**ATTACHMENT - Pittsburgh Section #0802 - ASQ
Course Evaluation
Invoice**

**PITTSBURGH SECTION #0802 - ASQ
COURSE EVALUATION**

COURSE: _____

DATE: _____

INSTRUCTOR: _____

Your evaluation of the course you have just attended is important to the **ASQ** Pittsburgh Section. Please take a few moments to complete this form so that we may continue to improve our courses. Thank you.

1	2	3	4	5
Very Dissatisfied	Somewhat Dissatisfied	Satisfied	More than Satisfied	Very Satisfied

Using the scale above, indicate your satisfaction with each of the following:

1. _____ The instructor(s)' teaching methods.
(presentation skills, pace, use of classroom aids, etc.)
2. _____ The instructor(s)' knowledge of the subject matter.
3. _____ The instructor(s)' preparation for class.
4. _____ My preparedness for an **ASQ** certification exam (after taking this course).
Note: indicate N/A if not applicable.
5. _____ My knowledge and understanding the subject matter (after taking this course).
6. _____ The course content.
7. _____ The challenge presented to me by the course.
8. _____ The book and/or training material.
9. _____ The classroom facilities (room layout, comfort, lighting, etc.).
10. _____ The class location.
11. _____ Overall satisfaction with the course.

12. Would you recommend this course to others (indicate Yes or No)? If not, why not?

13. The length of the course was:

1	2	3	4	5
Too		About		Too
Short		Right		Long

14. How did you hear about this course (circle one)?

- ASQ Education Course Brochure
- ASQ Section Newsletter
- Word-of-Mouth
- Company Requirement
- Other _____

15. Do you have any comments or suggestions that would improve the course?

16. Do you have any comments or suggestions that would improve registration process with OfficeLink, our subcontracted service?

Thanks you for your help!

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: _____
Date