

ASQ Pittsburgh Membership Concern Log 2012

“Adversity: It’s Not Whether It Will Happen But How You React That Counts”

| DATE | CONCERN | PROCESS | ROOT CAUSE | ACTION DATE | ACTION/VERIFICATION | STATUS |
|---------|---|---------------|---|------------------------|--|---|
| 7/23/12 | I live in xxxxxx and have my CRE certification. I need to re-certify, but I'm having trouble getting the credits that I need. It appears that even though I am a Reliability Engineering consultant that trains personnel, tours facilities, attends training, etc. it is all falling under my employer, and will only count as "employment" credits. I was hoping that you could help me out a bit. I've sent numerous emails to the recertification personnel to have a conference call; however, I haven't received any response. Your assistance would be appreciated. Thank you. | Certification | Member used the ASQ Headquarters website to contact lvalle@asq.org who never replied. My first attempt to contact someone was through the recertification website at ASQ (national I presume). After no response from three emails, I decided to see if the Pittsburgh section could help. | 7/23/12 8/30/12 | Member was contacted by Chair and inquiry was resolved. More information (FAQ) will be added to website similar to Certification Exam menu item, including this scenario. | ‘You all have been terrific.’ CLOSED DONE - CLOSED |

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| 7/18/12 | "I would like to submit my recertification package for my ASQ Six Sigma Black Belt certification. As I understand it, I need to have my package signed by the Pittsburgh chapter recertification chair. I have attempted to contact him twice in the last two months using his email address listed on the ASQ website, but I have not heard back from him. Is there another way to recertify? Should I contact ASQ directly?" | Certification | Message was caught in SPAM from Website by Employer | 7/18/12 7/25/12 | Messages are now being received. Long-term: Certification website menu item was split into recertification and certification exam menu items to be readily retrievable. FAQ were already recently added to website. | CLOSED |
| 7/16/12 | "i cannot read the most recent temail, because the print is grey and the background is black, not enough contrast." | Communication | Newsletter background was changed to white. | 7/22/12 | Ticket submitted to website provider. | "Immeasurably better."-CLOSED |
| 4/4/12 | Did I miss something? I have not received ONE SINGLE NOTIFICATION from this section about anything all year long. Recently in the mail I received an "election of officers" notice for the section. The only reason that I got it is that it came from headquarters. What the heck is going on here? It sure isn't "quality" as far as I'm concerned. You get my dues money and then ignore me! This is totally unsatisfactory! | Membership | I checked into your complaint about never receiving email notifications from ASQ. Our membership database does not list your email address and has not since at least May 2011. Please log into ASQ.org , select My Account on the right side | 4/7/12 4/11/12 8/14/12 | We agree, an apology and Email was sent to Member along with offer of free dinner meeting. Long-term: Membership message was updated to include this explanation and to sign up for ASQ Pittsburgh's Newsletters. Sent membership post card to members to notify them of how to sign up for emails. | CLOSED CLOSED Verify effectiveness. Cards sent no new subscribers. CLOSED 10/5/12 |

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| | | | <p>of the page, then update your email and preferences in the "My Contact Information" and "Email Preferences" tabs. Make sure you uncheck the box excluding you from all email lists at the bottom of the page. Your membership number is xxxxx Let me know if you have any problems.</p> | | | |
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