



ASQ SUSTAINING MEMBER BENEFITS



TAKE YOUR ORGANIZATION
TO NEW HEIGHTS

TOOLS TO:

EXPLORE

EDUCATE

EMPOWER

ENGAGE



TAKE YOUR ORGANIZATION TO NEW HEIGHTS

SUSTAINING MEMBER BENEFITS

DEAR SUSTAINING MEMBER,



Welcome to a year of recognition, benefits, and access to knowledge for your organization. You will receive recognition through the Sustaining Member Listing in *Quality Progress* magazine. Employees at your site can take advantage of discounts on ASQ-sponsored courses, conferences, certifications, and Quality Press publications. Remember, not only does your company receive benefits for being a Sustaining Member, but it is also affiliated with a worldwide quality community.

This handbook contains details of the benefits available to your organization. I encourage you to take advantage of the many resources the Society offers, and make the most of your membership. If you need additional information about any of the benefits and services described or have any questions, please don't hesitate to call ASQ.

Sustaining Members are a unique customer focus for ASQ. Your voice can provide our Society with strategic guidance that helps to establish our future direction and, in return, ASQ will provide you with the tools to take your organization to new heights—the tools for transformation. We welcome your active participation in all ASQ activities!

Sincerely,

A handwritten signature in cursive script that reads "Kenneth E. Case". The signature is written in dark ink on a light-colored background.

Kenneth E. Case
ASQ President
2003-04 Membership Year

“...TO TRANSLATE FUTURE NEEDS OF THE USER INTO MEASURABLE CHARACTERISTICS.” —DEMING

SUMMARY OF BENEFITS

Sustaining membership includes the following benefits. Throughout this brochure, you will find more detailed explanations of the benefits listed below.

- A distinctive plaque demonstrating your organization's commitment to quality
- A complimentary subscription to *Quality Progress* magazine
- Complimentary subscriptions to any or all of ASQ's six quarterly journals
- Recognition in *Quality Progress* magazine
- Online access to member information
- Recognition at our Annual Quality Congress (AQC)
- A complimentary copy of AQC proceedings on CD-ROM
- Member rates on ASQ-published products, ASQ-sponsored training courses and conferences

★NEW!★

- Member rates on ASQ certification
- Membership in an ASQ section
- Membership in any or all ASQ divisions
- ASQ Career Services
- Sponsorship opportunities
- Exclusive option to subscribe to the Quality Press Collections

ROLE OF THE DESIGNATED REPRESENTATIVE

ASQ will provide your organization's designated representative with all membership materials and publications. The representative performs a vital role in keeping all employees informed of Sustaining Member benefits and Societywide developments. The representative is also allowed to vote on Societywide issues and hold office or serve on any committee, board, or council of the Society or its member units where Senior member status is not required. The designated representative can be changed at any time.

THE DESIGNATED REPRESENTATIVE SHOULD:

- Know the needs and requirements of professionals throughout the organization, related to performance excellence
- Be able to distribute information from ASQ to the appropriate employees

For reference, our designated representative is currently:

Name _____

Title _____

Department _____

Member Number _____

Password _____

“LET KNOWLEDGE GROW FROM MORE TO MORE...”

—TENNYSON

SHARE THE INFORMATION

It is important that the representative share the membership information with the staff of your organization. Following are suggestions on how to share the information.

- Send a message to all employees informing them of your organization's membership in ASQ and how their participation can facilitate quality initiatives in your organization. Describe your role as the membership representative.
- Promote and encourage use of member benefits and services in your staff newsletter, e-mail, and meetings.
- Distribute your Sustaining Member number and password directions to others in the quality department.
- Have your Sustaining Member number and ASQ's phone number easily accessible to employees at your location so they can take advantage of member rates on books, courses, and other offerings.
- Post information on upcoming conferences, training, or other ASQ activities on a bulletin board for all to see.
- Route *Quality Progress* magazine, journals, section newsletters, and other publications throughout the organization.
- Link to www.asq.org from your company intranet.

EXPLORE

THE BENEFIT OF A SUSTAINING MEMBERSHIP IS MORE THAN JUST DEMONSTRATING YOUR SUPPORT OF THE QUALITY COMMUNITY. EXPLORE YOUR MEMBERSHIP OPPORTUNITIES.

RECOGNITION...

Quality Progress Listing

As a Sustaining Member, your organization's name will appear in ASQ's *Quality Progress* magazine, the flagship publication of quality, twice a year. With a circulation of approximately 110,000 worldwide, this is an excellent way to show that your organization is committed to performance excellence.

Sustaining Member Plaque

This distinctive plaque is engraved with your organization's name, the ASQ logo, and the year your organization began its quality journey as an ASQ Sustaining Member. Displayed in your lobby, it demonstrates your commitment to quality for employees, customers, and suppliers to see. Renewing your Sustaining membership not only insures continuity of your benefits, but also enables your company to earn the five-year-incremental medallions for your Sustaining Member plaque, which show your customers that you are committed to sustaining a quality community.

ASQ's Annual Quality Congress

You'll be recognized at ASQ's largest conference with a special luncheon exclusively for Sustaining Members. This event is your opportunity to network with colleagues from other Sustaining Member companies, enjoy lunch, and listen to a guest speaker. Your organization's name will also be listed in the conference program, which is distributed to approximately 2,500 conference attendees.

INTERACTION WITH...

Other Sustaining Members

You have a networking directory at your fingertips. Find the names of more than 1,000 Sustaining Member organizations near you and around the world. By building a profile, you can highlight the areas your organization is interested in. Many members choose to share additional information about their organizations, such as contact information and business interests. Locating and contacting Sustaining Members in your local section or in an industry-specific division are just two of the possibilities.

Online Discussion Boards

ASQ's Web site www.asq.org features online discussion boards available to your organization that offer opportunities to express views and share perspectives on quality-related topics. Post questions, respond to inquiries, or read other members' opinions and thoughts on current events in the quality industry.

NETWORKING

Sections

With more than 245 local sections in the United States, Canada, and Mexico, ASQ provides local connections to quality. Section activities, such as meetings, courses, and conferences, provide all employees at your location with opportunities to exchange ideas and share experiences with other members in your area. As a Sustaining Member, you are automatically affiliated with one of the sections in North America or the International Chapter. You may join additional sections for \$20 each.

Divisions

Divisions serve the needs of members in specific industries and applications, reflecting the scope and depth of ASQ's leadership in the quality movement. Divisions provide the opportunity to focus your professional development resources through industry-specific courses, conferences, and certifications, expand your network of quality professionals in your field, and gain valuable information via newsletters delivered to your mailbox or desktop. Your organization can choose to belong to any or all of ASQ's 22 divisions at no additional charge. To find a list of divisions, visit www.asq.org.

EDUCATE

Career Services

ASQ Career Services offers a variety of Internet-based career service tools, including job search and resume databases, our Annual Career Fair, and salary information and articles written by ASQ members. All services for job seekers are FREE. Visit www.asq.org, or contact us at careers@asq.org for more information.

EDUCATE

**YOUR EMPLOYEES ARE YOUR BEST RESOURCE—LET ASQ
EDUCATION PROVIDE THEM WITH THE TOOLS TO IMPROVE.**

ASQ Certification Discounts—NEW!

Your organization now can receive the significant member discounts on ASQ certifications. Certification provides recognition for having acquired additional, specialized knowledge that helps ensure the quality of goods and services—leading to recognition from peers and acknowledgment from employers. For more information, contact ASQ Customer Service or visit www.asq.org and click on Certification.

Courses and Seminars

Enhance your professional development with ASQ's courses and seminars. The training provided can benefit an entire organization, as well as build individual skills and expertise. Courses such as Quality Management, Strategic Quality Planning, Quality Audits, Reliability Engineering, and Statistical Process Control will provide your organization's employees with the precise skills they need. All employees at your location receive member rates for ASQ training. For more information, request the latest education catalog, **item B0387**.

Conferences

Learn from the experts, benchmark your performance, and network with your peers at ASQ-sponsored conferences. Topics of focus include: customer satisfaction, international standards, quality management, small business applications, ISO 9000, and service quality, among others. The ASQ education team and Education and Training Board continually address your needs and feedback in order to provide materials to help further your career and bring value to your organization.

Exclusive Option: In-House Training Benefit Package

Maximize the value of your organization's training investment. If you are training 6 to 25 individuals or more, let ASQ bring our expert quality training to you. ASQ staff and instructors will work with you to adapt and fine-tune a program to meet your team's specific training requirements...and at your facility or the training site of your choice.

EMPOWER

Foundations in Quality Learning Series

Based on ASQ's bodies of knowledge, these computer-based self-directed learning systems will help your organization gain a firm foundation in quality management, quality engineering, or quality auditing in preparation for ASQ's certification examinations, as well as enhance your professional development. Sustaining Members can also gain a basic knowledge of quality with the Quality 101 program.

ASQ e-Learning Center

ASQ's newest learning option is the ASQ e-Learning Center. The Center offers Web-based courses on a variety of quality topics, so anyone in your organization can take a course anywhere there is Internet access. This mode of learning allows your company to save travel and hotel expenses, and get the training you need right when you need it.

Six Sigma

ASQ provides Six Sigma Business Excellence™ Training. Companies of all sizes implement Six Sigma strategies and disciplines to cut costs, improve cycle times, reduce defects, and increase productivity and customer satisfaction. There are **four** levels of training offered through this unique program, **Executive, Champion, Black Belt, and Green Belt**. Special enrollment rates for Sustaining Members are available. For additional information, call ASQ and ask for item **B0920**.

EMPOWER

KNOWLEDGE IS POWER. EMPOWER YOUR EMPLOYEES WITH THE RESOURCES THAT KEEP THEM INFORMED.

Quality Advocate and ASQwire E-mail Subscriptions

Interested in ASQ and quality-related news? Subscribe to receive the *Quality Advocate*. This exclusive member benefit is delivered monthly via e-mail and contains Society and quality-related information, implementation stories, career information, and member recognition.

Looking for updates on ASQ products and services? Subscribe to receive ASQwire. This exclusive member benefit is delivered every other week via e-mail and contains the latest information and special offers on ASQ products and services.

Add or modify your e-mail address on your renewal notice or call ASQ anytime to provide ASQ with your e-mail address.

Quality Progress Magazine

Stay ahead of the competition with case studies, practical advice, and in-depth articles. Every issue of *Quality Progress* includes articles written by quality practitioners and experts describing the application of innovative methods in areas such as continual improvement, customer satisfaction, and process management. Your complimentary subscription arrives monthly in your mailbox, or current and back issues can be read on **ASQ.org**.

ASQ Journals

Your organization may choose to receive a complimentary subscription to any or all of ASQ's quarterly journals, which include *Quality Management Journal*, *Journal of Quality Technology*, *Software Quality Professional*, *Six Sigma Forum Magazine*, *Quality Engineering*, and *Technometrics*. Through these highly respected publications, employees at your organization will have a wealth of information at their fingertips. For more detailed descriptions of these journals please visit **www.asq.org** under the Publications area or request **item B1080**.

Exclusive Option: Special Rates on Standards Newsletter

As co-publisher of *The Informed Outlook*, ASQ offers Sustaining Members the finest newsletter covering all the standards at exclusive rates. Unlike other newsletters reporting on standards, *The Informed Outlook* covers all management systems including ISO 9000, ISO 14000, TL 9000, QS-9000, and more.

To order this journal at special Sustaining Member rates, visit **<http://www.asq.org/pub/informed/>** or call ASQ's Customer Service Center at **800-248-1946** or **414-272-8575**.

Quality Press Bookstore

Quality Press, the world's largest publisher of quality books, standards, software programs, videos, and CD-ROMs, is your most valuable resource for quality publications. You can purchase materials through the catalog or the online bookstore. Members save 20% on all materials published by Quality Press. Visit the Quality Press Bookstore at **<http://qualitypress.asq.org>**.

Exclusive Option: Quality Press Book Collections

ASQ is pleased to offer Sustaining Members exclusive Quality Press book collections designed to help you cultivate your knowledge and develop a quality perspective in your organization! You can use the knowledge you'll gain to promote quality in your organization, sell quality to management, educate staff, and build your quality library.

Quality Press Book Collection Subscriptions

These book collections are designed to help you cultivate your knowledge and develop a quality perspective within your organization. With your Sustaining membership, you have the option to subscribe to one or all of the following quality collections at exclusive prices:

Quality Press Collection

When you subscribe to the Quality Press Collection, your organization will receive a minimum of 10 new books chosen by a select group of Quality Press editors and staff. In addition, you will receive a minimum of five of our classic best sellers immediately after you subscribe. Sustaining Members are also entitled to an additional 15% discount (that's 35% off the list price) on *H* item books of your choice to add to your quality library. This exceptional value—worth approximately \$900—is available to Sustaining Members for \$480 (plus shipping and handling).

Basic Quality Module

This module covers a wide range of quality topics to teach you and staff at your organization the fundamentals of quality. For a complete list of books visit <http://qualitypress.asq.org/sustain> or contact ASQ.

Quality Management Module

This module includes more advanced topics in quality to build your expertise and provide employees with the knowledge needed to improve your company's performance. For a complete list of books or to order online visit <http://qualitypress.asq.org/sustain> or contact ASQ.

Purchase any of the modules at exclusive prices and save 35% off already low ASQ member rates. To order, contact ASQ Customer Service and request item H1083.

Quality Information Center (QIC)

ASQ's library, the Quality Information Center, is your best source of quality-related information. As a Sustaining Member you'll never have to leave your desk to access this resource. Whether you are working on a special project, or a presentation, or investigating a process, the ASQ research librarians are ready to help you. When you access the QIC at <http://www.asq.org/info/library/> you have trained information specialists and a wealth of knowledge available to you. Best of all, the research is conducted through ASQ's ever-expanding research library and database of relevant, expert knowledge. To speak with a research librarian, call 800-248-1946 x8693.

ASQ's Annual Quality Congress (AQC) Proceedings

Whether or not you attend AQC, your organization will receive this valuable benefit on CD-ROM. This is a convenient way to get a complete overview of the exhibitors, presented papers, and featured speakers. Your organization's copy of the AQC proceedings will be mailed in late July.

ENGAGE

ASQ OFFERS YOUR ORGANIZATION SPONSORSHIP OPPORTUNITIES TO GAIN VISIBILITY OR TO GET INVOLVED WITH YOUR COMMUNITY.

Koalaty Kid

ASQ supports Koalaty Kid, a student-centered approach aimed at creating an environment in which students sustain enthusiasm for learning, behave responsibly, feel proud of themselves and their achievements, and strive to meet high standards. For more information visit: www.koalatykid.org .

ACSI

Co-sponsored by ASQ, the American Customer Satisfaction Index (ACSI) is an economic indicator that measures customer satisfaction with the quality of goods and services purchased in the United States from domestic and foreign firms. For more information visit: www.theacsi.org .

ASQ Six Sigma Forum

The Six Sigma Forum was designed by Six Sigma professionals to assist members in their pursuit of Six Sigma, regardless of their experience level. The Forum provides networking opportunities, relevant Six Sigma articles, and access to roundtables, conferences, training, and certification. Membership in the Six Sigma Forum is free. Visit www.sixsigmaforum.com and click on “Join the Forum” to begin your Six Sigma journey.

CONTACT ASQ

Phone: 800-248-1946 or 414-272-8575

Fax: 414-272-1734

Web site: www.asq.org

E-mail ASQ Customer Service: cs@asq.org

Quality Information Center: 414-272-8575 ext. 8693

Quality Information Center Fax: 414-765-8660

MAIL ALL CORRESPONDENCE TO:

ASQ Customer Service

P.O. Box 3005

Milwaukee, WI 53201-3005

ASQ offers both Individual and Sustaining (organizational) memberships, which are meant to complement one another.

For more information about Individual membership, please request item B0357.

By working to make quality a global priority, an organizational imperative, and a personal ethic, ASQ is the community for everyone who seeks quality technology, concepts, or tools to improve themselves and their world.