



Mid Florida Chapter #208
Board of Directors Meeting Notes
Saturday, August 7, 2010

In Attendance:	Absent:
Bob Jalio, <i>President*</i>	Pam Kane, <i>Director of Membership</i>
Jean Krupinski, <i>Co-Director - Programs</i>	Fred Griffith– <i>Past President</i>
Jim Pullin – <i>Director of Education</i>	Sachin Ghatol – <i>Webmaster</i>
Denise Gillespie, - <i>Dir at Large</i>	Jo Fickes, <i>Director at Large</i>
Philip Van Dusen, <i>Treasurer*</i>	
David Cornelison – <i>Director of Marketing</i>	
Chris Noble – <i>Secretary*</i>	
* <i>Quorum = ½ of elected members of the BOD = 1.5, or 2 people</i>	

The meeting was called to order at 9:00 am by Bob Jalio

Old Business:

2010-2011 PDM schedule to be sent by Denise to Sachin this weekend

Agenda:

- 1) Strategic Plan Performance Section
- 2) Marketing Plan
- 3) Balanced Scorecard
- 4) Budget Inputs
- 5) Education Dates
- 6) Data repository

Strategic Plan Performance

Made C-Bar support part of objectives for each area of responsibility
 Metrics organized by area of responsibility
 Monthly goals to be established to support performance measurements
 Several discussions took place throughout the meeting over the purpose of the metric scorecard, whether it was to support the strategic plan or the C-Bar scoring. The consensus each time was that the scorecard is to support the strategic plan.

Education Performance Measurements

Quantity of courses/webinars/webcasts
 Chapter generally offers at least 10/year – offering is a part of CMS standard
 Discussion of how to account for class, month it starts or ends?
 Generally this is not a problem as we exceed 10/year
 Decision was made to base on month the class starts
 CMS requirement is offer 3, deliver at least 2

Mid Florida Chapter #208
Board of Directors Meeting Notes
Saturday, August 7, 2010

C-Bar need to offer non-certification classes also (Lean, Global Sourcing, etc.)

Need a second metric or footnote to serve as reminder (footnote was chosen)

Publishing master schedule of classes at least 12 months in advance

Jim reported first six months published, next six ready to publish

This is measured from beginning of program year

C-Bar: 6 months ahead 5 pts, 12 months – 10 pts

Income generation is strictly a chapter metric

Changed the measurement about generating a specific dollar amount to generate minimum income to offset costs of operations, also moved this to critical success factors instead of performance measurements

The partnership with Valencia Enterprise will not happen and was removed from the strategic plan

Course evaluations moved to critical success factors from performance measurements and changed to “actions taken after course evaluations are completed”

Certification and instructors recognition – must recognize an instructor each year for c-bar points

Add a hosting a train the trainer and/or Learning Dynamics for Instructors (LDI) course annually to the goals and objectives

Need a succession plan – want to send 1 to 2 instructors per year to a Train the Trainer (TTT) or LDI in support of this goal

Scheduling 1 webinar for February is a goal, but also need to develop plan for set up and delivery – supports need to develop strong instructor pool

Programs

Primary metric is to grow additional attendance at PDEs

Goal is 25 attendees per PDE meeting, averaged 20.3 last year

Maintenance of attendance file, posted each month moved up to critical success factors from performance measurements, also part of goals and objectives

Evaluations and, reporting and corrective actions moved to critical success factors

Membership need survey moved to critical success factors

of PDEs and evaluation of the events were moved to critical success factors

Schedule minimum of one plant tour/year – one for April, possibly a second in November

Schedule minimum of two joint meetings – planning for January, February, March – also working on October or November for a joint meeting with ISM, April plant tour will be a joint event with MACF

Recognitions for students and instructors – added metric to track recognition PDEs such as top management night, membership recognition, volunteer recognition, company recognition, certification recognition, company coordinator recognition, one recognition night per meeting except November and April plant tours

Mid Florida Chapter #208
Board of Directors Meeting Notes
Saturday, August 7, 2010

Membership

- Membership response in 48 hours moved to critical success factors, wording changed from 48 hours to timely manner
- Contacting new or suspended members is a critical success factor, not a performance Measurement and was moved to that section
- Total membership and membership retention were noted as C-Bar metrics
 - There was a discussion about the discrepancies in the retention numbers, appears that student members may be the driving force in the discrepancy?
 - Start the program year at 133 (end of June '10), end of year number should be 146 (June '11)
 - Goal was established as growth of one new member per month, with a jump of three new members in June '11, there was discussion about spread those two extra new members to other months in the year, but that was not done at this time
 - Goal is for a 10% increase in membership per year
 - 90% retention – was discussed as being unrealistic as last year we were closer to 66%, it is easier to make number for new membership, there followed a discussion of how the retention number is calculated
 - New members that need to be added to chapter will be 26 based on delta from membership goal and retention rate
 - Completion of the membership recognition moved to success factors (work with programs director to ensure member recognition night occurs)
 - It was determined that for metric purposes new companies should represent the number of new corporations represented, not enterprise memberships
 - The chapter should continue to explore the development of a student chapter

Budget

- Development of annual budget was slated to be discussed at this time, but was moved until after the strategic plan was completed
- For the submission of monthly actual vs. planned financial reports each director will provide their results to the President at the PDE so that the chart is ready for the next BOD meeting
- The requirement for year-end reporting and the letter of assertion for C-Bar were moved to critical success factors

President

- Goal 2b, develop and manage strategic and marketing plan, was added to the President's goals
- Removed recognition from the President's goals as it is already covered under programs
- Changed the wording of the President's measurement to "oversee the development and management of the monthly balance scorecard"
- The review of C-Bar program progress via quarterly reviews was moved to critical success factors
- Write the narrative in support of C-Bar was moved to critical success factors
- Overseeing a smooth transition to next year's BOD was moved to critical success factors
- Increasing the number of BOD directors at large to a minimum of two that are external to APICS of the next three years was deleted as a goal
- Support for the C-Bar items moved to goals and objectives to bring it in line with other functions

Mid Florida Chapter #208
Board of Directors Meeting Notes
Saturday, August 7, 2010

Marketing

- Added as a critical success factor the need to support programs, membership and education in meeting established goals
- Also added to the critical success factors was conducting an analysis of local company's needs for education and program offerings – this supports the C-Bar requirements
- Minimum of 4 newsletters per year to be published, though the actual goal is 6 to be published in the odd number months
 - There was a sidebar discussion about submitting an article about the new BOD to the Orlando Sentinel, which was determined to be a good idea
 - Satisfies C-Bar item B 4
 - There was a sidebar discussion about the value of the arrangement with MACF and while the value was difficult to quantify, it was determined to be a good relationship
- Minimum of 2 advertisements per year required for C-Bar point, goal of 4 was established
 - Publish announcement of first PDE in CFB first week of September
 - Would like to advertise events three months in advance
- Need to have a minimum of 2 articles published related to the chapter (this does not include technical articles such as the one that will appear in APICS magazine in May '11, even though it was written by a member)
- Advertisements at non-APICS events will be during joint meetings with ISM and MACF
- When contacting new companies they should be contacted via formal letters of introduction
- Need to ensure that website is up to date (measured on the day of the BOD meeting)

Budget

- Jim provided information related to education revenues through June 2011
- PDEs revenue are based on 25 attendees, factored for the students and unemployed at \$10
- November PDE income and expenses are accounted for in budget
- Three speakers to travel in – October, March, May
- No Darden cards in stock – Discussion about the value of continuing to provide them to the speakers– practice will continue and all cards are to be bought up front
- Door prizes for PDEs - \$300 was budgeted for various items from catalog
- Marketing budgeting for mailings to announce PDEs, recognition nights, company mailings (printing, mailing, etc.) \$1500/year spread throughout the year
- PayPal was changed to Cvent – paid \$2100 in July – will allow us to take credit cards – this should cover the transaction costs for the year, but there may have some added expenses towards end of the year depending on number of attendees
- State filing fee and website fees should remain the same
- Bank fees expected to rise from \$25/month to \$60/month in September time frame due to credit card merchant account
- BOD meetings - budgeted \$4K for offsite transition meeting for next year in addition to nominal amounts throughout the year for meeting space and/or food costs
- December BOD meeting will include spouses
- Education supplies includes \$3000 for CSCP learning systems and \$1500 for new ECO and MPR modules instructor materials
- \$1500 Jan and Feb to send people travel & lodging to TTT and LDI (timing of expenses may vary depending on when the classes are offered)
- MACF spent only \$500 last year for sponsorship, no one attended meetings, leaving funding in

Mid Florida Chapter #208
Board of Directors Meeting Notes
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the budget for participation in events, \$1000 for sponsorship and attendance was budgeted for this year
\$5000 budgeted for int'l conference, Bob will attend and Dave will check if he's available to go
\$2000 budgeted for district meeting in New Orleans in February, \$3000 budgeted for district meeting in Miami during the summer
\$500 to be donated to the E&R Foundation in October
Budgeted net loss of \$14,900 using conservative assumptions for education income and expenses

Education SOP

Classes will be conducted as long as there is any one person signed up
A company or individual will be eligible for a discount when buying 5 seats or an increment of 5 seats. The discount shall be \$100 off the total cost per 5 seat increment

Data Repository

There was a discussion about removing member's costs for PDEs, this was tabled to look at in December/January when a better sense of the performance to budget is realized
Sachin is to look into a password protected folder on the website for data files needed for the board
Questions were asked about the need to develop a secured repository for excel files when versions are available to the public in pdf format.
A question came up about having a place to keep historical information greater than 2 years old

A secured area is needed as a repository to store information like expense reports that have personal data on them

Need to post strategic plan to the website when complete

Need to raise membership awareness of data available on the website

Chapter website to be primary data repository for all information relating to the Chapter

Other Actions

Bob to send out updates to the board and send out the balance scorecard by 8/17

At the next BOD meeting on 8/24 the following actions need to occur (all information to be sent before 8/17 by the person listed). The 8/24 BOD meeting will be via teleconference.

Approve the strategic plan - Bob

Approve the annual budget - Bob

Approve marketing plan - Dave

Review July metric scorecard - Bob

Approve educational plan - Jim

Finalize who we are sending to conference – BOD

Meeting adjourned 4:38

