

## Initial Report

Last Modified: 11/29/2009

### 1. Please tell us what you hoped to gain by joining CSD. You can select one or more answers below.

#	Answer	Response	%
1	Technical guidance	78	79%
2	Networking opportunities	49	49%
3	Professional training and/or certification	44	44%
4	Other - please be specific	12	12%

#### Other - please be specific

current trends  
Community of change agents  
Case studies  
involvement with division activities  
Information  
Supplier related concerns  
advice/mentoring  
Speaking or training opportunities  
sucess stories, benchmarking  
Local activities in the Milwaukee area  
Stay connected.  
members interested in collaboration or external support in Asia

Statistic	Value
Total Responses	99

### 2. About how long have you been a member of ASQ?

#	Answer	Response	%
1	Less than one year	6	6%

2	One year		3	3%
3	Two years or more		90	91%
	Total		99	100%

Statistic	Value
Mean	2.85
Variance	0.25
Standard Deviation	0.50
Total Responses	99

### 3. About how long have you been a member of the Customer Supplier Division (CSD)?

#	Answer		Response	%
1	Less than one year		17	17%
2	One year		13	13%
3	Two years and more		69	70%
	Total		99	100%

Statistic	Value
Mean	2.53
Variance	0.60
Standard Deviation	0.77
Total Responses	99

### 4. If you have been a member of CSD for more than a year, what benefits of membership do you find to be the most valuable at this point?

#### Text Response

Advice and tips from other members of auditing techniques and moving supplier auditing forward.

Conference

Technical help and guidance

Newsletter

Access to the wisdom of other members. Ability to influence application of quality principles in supply-chain management. Access to ASQ HQ staff support.

I initially became a member of this division because I needed a better tool to evaluate my outsourced software developers. There does not seem to be much by Supplier Quality Management for other than manufacturing. Oversees Outsourcing is increasing the demand for more information sharing and I thought this would be a great forum, but I appear to have hoped for more than what is currently available.

Have not been in a supplier/customer role in the past two years.

Interesting newsletter articles

Networking

Articles and technical information

The articles / ideas that are presented

the community itself...the people

Not much yet...

I am not as active as I used to be with the division. I volunteered my services at one time and no one responded, so I figured the help was not needed.

annual CSD conference it's a great time for training and networking

Information on supplier quality techniques and training/seminars

The newsletter provides me with information relevant to the Customer Supplier networking opportunities that exist. I'm looking for information related to improvement of our supplier relations and supplier quality processes.

At this point, the newsletter. Also, it is good to know that I have access to technical expertise if needed.

Occasionally, the newsletter.

Sharing of knowledge among companies and industries

information and innovation

Keep current on vendor management and partnership strategies.

Learning about new concepts and reaffirming current practices

I am pleased with the offerings of supplier related training (e.g. supplier audits and supplier ratings) however, due to economic conditions I haven't been able to attend any of this training.

The newsletter is my chief source of interaction/information regarding the division.

Technical guidance

Access to Group knowledge and experience

I'm not getting too much from membership. I value an informative newsletter & chances to interact with others working on similar problems

Newsletter articles with references for drilling down to the basics. Current issues that affect customer-supplier balance.

Networking with other Customer Supplier Division members at the Annual Quality Congress, and the papers/presentations sponsored or solicited by the CSD.

Technical info from magazines

Keeping up with industry practices and new trends in supplier-customer working relationships.
Training & Networking
Finding out how others work, finding best in class
professional networking
Opportunities
Publications.
Valuble information from the Newsletter.
Truethfully, I have not exercised my membership well.
Networking
Learning about the operation of the division and seminars through the Society media channels.
As a regular part of my duties, I work with suppliers. Information I obtain through the CSD is a valuable contribution to that work.
Newsletters; I like the "conferences" but have not been able to attend in a few years.
Newsletter & other artilces & information provided
Networking, meeting new people who become friends, idea sharing
The infomation I receive through e-mail
NA
News letter and written Articles on directions companies are moving in the business and quality field.

Statistic	Value
Total Responses	48

## 5. Please tell us your job title.

#	Answer	Response	%
1	Buyer/Purchasing Agent	0	0%
2	Purchasing Manager	0	0%
3	Supply Chain Manager	5	5%
4	Supplier Quality Technician/Engineer	25	25%
5	Supplier Quality Engineering Manager	21	21%
6	Other - please specify	48	48%
	Total	99	100%

Other - please specify
Supply Quality Manager - Cheese

Regulatory and Food Safety
Director of Quality and Continuous Improvement
Director, QA
Trainer
QA Manager
director
QA Manager
Quality Engineer
Continuous Improvement Manager
Quality Manager
Field Assurance Quality Engineer
Manager, Quality Lab Services
Quality Systems Manager
consultant
Sr. Director, QA & Food Safety
Quality Administration, Audits, and Program Management
Dir of QA and Eng
General Management
Quality executive
QA Compliance Manager
Unemployed
quality assurance manager
Corporate Quality Engineer
Quality Assurance Specialist
Quality Associate
Supply Chain Consultant
Quality & Regulatory Affairs Professional
sourcing
reliability engineer
Global Quality Mgr - Operation
QA Consultant to mfr.of med. device.
Quality Manager
Manufacturers Rep
QA Director
Manager, Quality Assurance
Consultant

Supplier Quality Specialist / Auditor
continuous improvement mgr.
consultant
Vendor Quality Manager
Procurement Engineer
Quality Director
QA Director/MBB
Quality Assurance Mgr
MBB
Quality Technician
Overseas Quality Consultant

Statistic	Value
Mean	5.13
Variance	0.93
Standard Deviation	0.97
Total Responses	99

## 6. What do you think CSD does well?

### Text Response

I am not sure - would like more exposure to best practices

Brings practical auditing information and guidelines to the team.

Keeps me updated and informed on quality related issues

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Courage to try new things: China Conference, Blogs and Wikis and Mindmaps, Supply-chain Risk, Supply-chain Body of Knowledge

Communicating information

Networking

Good selection of speakers/topics at monthly dinner meetings.

Articles

welcomes others to be part of division. dedicated core group

I honestly have not been active enough lately to respond fairly to this question. I know one of the things that stood out was publications. Conference were coming along fairly well.

When I first started in this division there was a real lack of information and the majority of it was customer focused rather than supplier focused. I have not spent a great deal of time involved with this

division lately. I see the website content has greatly improved so I will take more time to review what is available.
???
Supports educational efforts for supply chain professionals
Not enough experience.
As an experienced quality professional information is most important
Good newsletter.
Technical areas
I'm too new a member to make any judgements on anything.
Newsletters
Makes information easily available
Newsletter
The seminar in New Orleans was a learning experience for me. It was great to get some feedback from people who have been in the industry; helpful suggestions and stories of what they encountered.
Holding regional conferences. Providing a mix (balance) of the different types of customer - supplier relationships.
Certain Road Shows; sponsor/publish books on the Supplier, and to a lesser degree, Customer relationship
Info. supplied to members
Training & informs of current trends
providing up-to-date knowledge in C-S relationships
Good communication of activities.
Newsletter
Newsletter is great.
1.highlight importance of supplier quality function. 2. Essential requirements for quality managers
Promotion and availability at Conferences.
Provides information that is useful/helpful on a daily basis.
Not currently aware of what is going on.
Communicate fundamentals from both the Supplier and Customer perspective.
Keeping members informed on relevant information
Not much for Overseas member like me.

Statistic	Value
Total Responses	38

## 7. What do you think CSD needs to improve?

## Text Response

Not sure.

More information on new auditing techniques and ideas such as internet auditing, etc.

My role have evolved into Buyer/Supplier Quality management (Strategic Sourcing). It seems like all professional organizations focus on one topic or the other - making neither extremely useful to me. Would like to see commercial, technical and quality topics roled into one organization for one-stop shopping for team development.

N/A

More frequent communication

More frequent communications to all members. More content, both public and restricted.

Reaching out to broader areas of the Customer Supplier Management function My initial reason for becoming a member of this division was to get a network available to gain insights into supplier quality measurement and score cards relevant to non manufacturing areas. product is Intellectual property rather than materials based manufacturing.. I did not find that this division offered me much, but I am again a member for 2010 in hopes that I will have more time for further research and involvement.

Six sigma is not the answer for every company. Several smaller suppliers simply do not have resources to support six sigma and espesially on short run jobs. Focus more on small suppliers interests rather than the corporate giants.

Sometimes the monthly dinner meetings are at locations that are far from where I live and/or work. Not sure how that could be improved since the membership probably lives in very diverse areas. I attend the meetings that are a "reasonable" distance for me to drive and skip the others.

I would like to see a little more focus relating to the Food Industry

?

more general training in customer care, change and leadership

I would love to see case studies being available.

I can not answer this question fairly since I have not been very active in this Division lately.

More supplier related focus. Much of the focus is on the customer (past experience). There are a lot of similarities on how you build relationships, etc., but there are also a great deal of differences.

I'd like the society and/or division to provide me with an assessment of the industry (strenghts and opportunities) and its priorities for the future (i.e. finding talent, developing people, implementing process, globalization, etc.)

More strategic content

Try to raise visability within ASQ and the

Not enough experience.

I would like to see more examples of best known practices and the resource. This would assist less experienced quality professional in their endeavor to improve.

Nothing comes to mind; but I don't directly deal with suppliers in my cuurent role.

More on Global nature of business

Involvement of members.

ASQ email overload - in a time of downsizing and employees doing the work of many people - we don't

have time to read EVERY EMAIL from ASQ. Don't send emails just to send them...wait until there's something worthwhile to read. This is true of ASQ in general and not specifically to the CSD.

As an active section leader, I have a biased response to this for all sections and divisions. I think we all need to improve opportunities to team divisionally and locally to bring more resources to the members. Whether speaking at local section meetings or increasing regional discussion groups there are creative, low-cost ways to add value to the membership.

Provide more visionary thoughts and actions to optimize the customer-supplier relationship. Currently too little or too late.

perhaps have more info on the website for CSD topics

Top 10 Reading list for rookey members on current concepts and C-S relationships as judged by subject matter experts - including ones not published by ASQ that

Retention of ASQ members who start out in the CSD and then move on to other divisions like Quality Audit and Quality Management.

More opportunities for consultants to reach prospective clients

More frequent newsletters, member meetings, training offerings.

Greater insight into the Customer, SCM / Quality aspect

NA

Increased discussion board activity

Would like to see the Newsletter expanded and issued more frequently.

More detail in handling the challenging relationships, the ones that are strained by limited resources.

Possibly e-newsletter?

Can't say.

Need to develop a companion book to "Supplier Management Handbook", something like "Customer Management Handbook"

Perhaps target a division specific certification program

More input of business requirement trends amongst customers and suppliers in the States and the other parts of the world.

Statistic	Value
Total Responses	41

## 8. What do you believe the focus of CSD should be in the future?

#	Answer	Response	%
1	Customer Relationships	1	1%
2	Supplier Relationships	21	22%
3	Both	71	73%

4	Other - please elaborate	4	4%
	Total	97	100%

Other - please elaborate
See above
Both but more customer than supplier, which is pretty well established risk and business continuity
Define mission and communicate mission to membership

Statistic	Value
Mean	2.80
Variance	0.26
Standard Deviation	0.51
Total Responses	97

## 9. What would you like CSD to offer that it currently does not?

Text Response
Minimum one monthly communication should be done with some key subjects to read and explore. I'd like to see more titles in the bookstore that deal with supplier management, ratings, and qualification.
N/A
Links to recommended reading materials
Short courses on 1) supply-chain risk, 2) supply-chain monitoring, 3) supplier development, 4) technology tools (office programs, social networking). Supply-chain Body of Knowledge in virtual format.
Training or BOK specific to the auditing of suppliers from commodity chemical suppliers to starting material suppliers
See above. If my comments are not true, then perhaps I was not provided enough information or opportunity through membership to really understand its offerings.
Open info regarding off shore companies especially in or along the pacific rim.
change mastery
Don't know.
Research and its findings. Information via the society's web site. Education via the ASQ Learning Institute. I'm not sure what is available today.
More strategic content
Do not know.

a greater emphasis on the internal customer. when all internal customers are satisfied your net result is external customer satisfaction.

Consumer complaint benchmarking: i.e., what complaint rates are typical for different industries.

Negotiation and dealing with quality defects - what's important - what can we live with? How to handle the little things that are annoyances rather than real issues?

Regarding the previous question - there are many avenues and tools companies use to manage the customer relationship. Where companies are failing is in properly understanding the risks their supply chain bring to the firm. This division is in a key position to pursue that education. Next issue: I participate in a regional discussion group with the FDC Division. I would like to see (and participate in) something similar with the CSD.

A more holistic view of all that is entailed to be successful with your supply chain. Be more grass roots instead of ten thousand feet articles.

access to information on current topics - tutorials, articles speakers for section meetings

Hold Division symposia (1 day) in more regions. Support all regions with a regional director. Support Section Special Interest Groups or Discussion Groups where they could hold local dinner meetings or half day symposia.

Nothing comes to mind at this time.

Work on the body of knowledge in Customer supplier relationships.

More training opportunities.

Local seminars

NA

webinars

Establish standards

Listing of members currentley in the Milwaukee area to network with.

Hard to say. Maybe a repository for various forms, procedures that one can download and adapt to their own organization (e.g., supplier audit questions)?

We all have customers and suppliers. I think the CSD needs a stronger focus on service industries and their relationships with suppliers and their customers.





See above

Local chapter representation...?

Affordable Overseas participation, purchases of books at membership prices such as AIAG books.

Statistic	Value
Total Responses	33

**10. If membership in CSD were not available, what would you replace it with? .Skin #SkinContent { width:758px; }**

#	Answer		Response	%
1	ISM (Institute of Supply Management)		27	38%
2	Society of Manufacturing Engineers		8	11%
3	Other - please specify		19	26%
4	APICS (The Association of Operations Management)		18	25%
	Total		72	100%

Other - please specify
Linked-In
None
another division in ASQ
nothing
another ASQ division
Not sure
not sure
Nothing
ASTD and supply chain management reference books
Quality Assurance Association (QAA)
ISPE
probably nothing
UW-EBC
none
Not sure I would go anywhere else, at least not right away
Another ASQ division
None
None
None

Statistic	Value
Mean	2.39
Variance	1.51
Standard Deviation	1.23
Total Responses	72