



The Global Voice of Quality™

Member Leader Position Description Voice of the Customer (VoC): Division/Section

General	
Work with leadership to set goals, collect and utilize Voice of the Customer (VOC) data to recommend appropriate programs and services.	
Term	
Common	One year. January 1 to December 31.
Specific Duties & Responsibilities	
Common	<ul style="list-style-type: none"> • Be an advocate for member value, satisfaction, and loyalty. • Receive updates from the Society Voice of the Customer Committee (VOCC) and Peer Group Facilitators regarding survey tool and voice of the customer initiatives; facilitate member unit participation in collaborative surveys. • Attend division/section leadership meetings and general membership meetings.
Division unique	<ul style="list-style-type: none"> • Participate in quarterly VoC Peer Group calls.
Qualifications	
Common	<ul style="list-style-type: none"> • Must be a Full ASQ member in good standing and a member of the division/section authorizing access. • Preferably will have served as a committee chair or other position within the division/section. • Preferably will have strong written and verbal communication skills. • Must be willing to provide contact information for Society and Member Unit (division/section) business purposes and to receive important volunteer information • Must have basic knowledge of society bylaws, policies, and procedures, and Member Unit (division/section) operations.
Time Commitment	
Up to six (6) hours per month (outside of division/section leadership committee meetings).	
Resources	
<ul style="list-style-type: none"> • The following resources can be found on www.asq.org. (Login required) <ul style="list-style-type: none"> ○ ASQ Bylaws, Policies & Procedures <ul style="list-style-type: none"> ▪ G7: Member Information Disclosure and Use ○ Division Management Agreement (DMA) / Division Minimum Requirements ○ Section Operating Agreement / Section Minimum Requirements 	



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Resources cont'd

- The following resources, and others, can be found in the Positions and Key Tasks sections of the Member Leader Community of Practice Web Site at <http://asq.org/member-leader-community/positions/voice-of-the-customer/index.html> and <http://asq.org/member-leader-community/resources/reports/index.html>
 - Qualtrics
 - Collaborative Surveys
 - VoC Online Community
 - Membership List and Reports Downloading Guide
 - Member Unit e-Guidelines
 - Creating Mailing Labels from Membership Lists
- SharePoint site index, membership lists, find a member leader

Training

Suggested Member Leader position related training provided by ASQ.

- Voice of the Customer Chair
- Membership Lists
- Member Leader Community of Practice
- Governance

Log in to **www.asq.org** and select **Access My Training**.

Roll over the My Catalog tab and select **Browse for Training**.

Click on the course you want to take.