

In 2002-03 ASQ introduced a new measure of Section Performance. This measure was entitled Section Excellence. This new measure is part of the Section Management Process (SMP). SMP is a section management model that the Section Affairs Council (SAC) developed to assist sections in their planning and implementation of services and programs to meet the needs of current and future members.

Section Excellence is among the highest level of achievement in SMP for the 2002-03 fiscal year, and the only one determined by section members. Sections that reached any level of Section Excellence proved their dedication and commitment to providing quality programs and services by meeting or exceeding the Society's objectives in Member Satisfaction, Member Value and Member Retention, according to the Section's members.

10 of 252 sections achieved the Section Excellence Gold Level for the 2002-03 year, including one from Region 3 ( 308 - Thames Valley). To achieve Gold, these 10 sections met or exceeded the societies objectives in all three categories, satisfaction, value and retention.

12 of 252 sections achieved the Section Excellence Bronze Level for the 2002-03 year. To achieve Bronze, these 12 sections met or exceeded one of the societies 3 objectives.

45 of 252 sections achieved the Section Excellence Silver Level for the 2002-03 year including 6 from Region 3 (300 – Metro NY/NJ; 301 – Southern CT; 304 North Jersey; 305 – New Haven; 307 – Princeton) and included in this prestigious list of 45 sections is our very own Tappan Zee Section. To achieve Silver, these 45 sections met or exceeded 2 of the 3 society objectives.

I would like to recognize and personally thank all of the members of the Tappan Zee Board for their tireless efforts over the past many years. This team has worked diligently to provide a whole host of activities to the members of the Tappan Zee Section. These activities include:

- Monthly meetings, such as this
- Scholarship opportunities
- Education programs
- Seminars
- Quarterly newsletters
- A dynamic web site
- Employment opportunity listings (on the web site)
- Certification examination sites
- Re-certification journal reviews.

A heartfelt thank you goes to Emil Muccin, Chair; Linda Sroka, Vice Chair; Bill Hennig, Treasurer; Kathy Biehl, Secretary; Ken Stewart, Education Chair; Herb Goldstein, Newsletter Editor; Fred Strauss, Arrangements Chair; Susan McGee, Programs, Membership and Placement Chair; Ken Carlstedt, Division Liaison; and Sandy Holgerson, Re-certification Chair. Thank you all!