

What is SMP?

Section Management Process



SMP Introduction

- Process that emphasizes:
 - Assessing member needs
 - Management/business plan
 - Section performance
 - Section Excellence Award based on Survey
 - Member Retention,
 - Member Satisfaction,
 - Member Loyalty
 - Total Quality Award
 - Achieve a min. 75% of goal set



SMP History

- 2004-05
- Bronze award because out of the three ASQ
 - Section Excellence Award based on Survey
 - Member Retention, 68.8 went to 73.5
 - Member Satisfaction, 6.05 ASQ 6.48
 - Member Loyalty 5.29 ASQ 5.97
 - Total Quality Award
 - Achieve a min. 75% of goal set
- 2003-04
 - Did not meet Level 1:Section Basics
- 2002-03
 - Did not meet Level 1:Section Basics



SMP Recognition Level 1:Section Basics

- **Meet the section minimum requirements**
 - Submit 2006-07 completed officers list May 1, 2006
 - Submit 2006-07 completed committee chair list by June 30, 2006
 - Submit audited, complete annual financial report by August 15, 2006
 - Have a minimum of 30 paid members as of June 30, 2006



SMP Recognition Level 2: Section Planning

– Section Planning

- Financial Reports are due August 15th to HQ Accounting
- Submit 05-06 Level 3 requirements (cover letter and business plan results) if applicable, by September 1, 2006, to Community Care & Regional Director
- Submission of 06-07 business plan and budget to Community Care & Regional Director by October 1, 2006.
- Send quarterly communication to members
- Hold quarterly meetings with section leadership committee
- Hold four professional development events a year (speakers, clinic, tutorial, plant tour etc.)
- Submit 06-07 officer list by May 1, 2006 to Community Care and Regional Director
- Submit 06-07 committee list by June 30, 2006 to Community Care and Regional Director.



SMP Recognition Level 3: Section Performance

Met the first two levels for 2006-07, they are eligible to earn the Section Excellence Award and/or the Total Quality Award

- **SMP Section Excellence**

- Met SMP (level 1& 2), and also achieves one, two or three of the Society's objectives in member retention, value and satisfaction.
 - Done by **survey of section members**
 - 3 objectives are achieved you receive Gold Excellence
 - 2 are met, Silver Excellence is awarded
 - 1 objective meets the Bronze level of Excellence.



5 basic pieces of information for Section Planning

- Objectives
 - What do we want to achieve?
- Activities/tactics
 - How are we going to achieve the objective?
- Measures
 - How do we know we are successful?
- Goals
 - What are the goals for the specific activities?
 - SMART (Specific, Measurable, Agreed, Realistic and Time-related?)
- Results
 - Tracked throughout the year



What can we do?

- We are leaders... not members
- Set Realistic Goals
- Value of SharePoint
- Can not change Goals once they are submitted to HQ
- Your activities can be adjusted to achieve your goal
- ALL deadlines **MUST BE** met to receive recognition!

