



*Delaware Quality Partnership*  
*Human Resource Management*  
*Carvel Building, 10<sup>th</sup> Floor*  
*Wilmington, DE 19801*  
*(302) 577-8977*

**DQP Meeting Minutes**  
**June 9, 2006**  
**Paradee Center Dover, Delaware**

**Meeting Minutes**—the April 7, 2006 meeting minutes were approved as written.

**Welcome**—Chairwoman, Jeanette Rodman welcomed the members.

**Financial and Membership Report**—Carolyn Otto updated the members on our financial status. We have a balance of \$8,359.06 in our First State Quality Improvement Fund account and \$4,172.14 in our checking account. Membership dues are due in July.

**Website**—Our new website is up and running. A question was raised about adding “blogs” to the website. That will be explored further.

**DQA/Baldrige Update**—There is a DQP member who is a national examiner for 2006, Jay Brady, from the Department of Revenue.

**Roundtable**—Jeanette mentioned that there would be a survey forthcoming to the membership.

**Mark your Calendars**—DQP Workshop will be held October 13, 2006 @ the Blue Hen Corporate Center, Dover. Topic TBA

**The next meeting will be held August 4, 2006**

The guest speaker was Michael Rudis from the Department of Health and Social Services. He presented on Customer Service, linking it to the Baldrige Criteria and focusing on the relationship between attitude and customer service. It was lively and upbeat as well as informational.