

# “Huge Financial Win” for the American Society for Quality and Its Components

Helped ASQ reduce volunteer leadership burden, gain insight into component performance, and simplify and safeguard component banking and financial management.

re:members  
Chapter Performance



Reduce volunteer leadership burden, gain insight into component performance, and simplify and safeguard component banking and financial management for the American Society for Quality (ASQ).

### ASQ's project goals

- ✓ Eliminate financial risks inherent in ~250 separate component bank accounts
- ✓ Acquire real-time knowledge of component financial performance
- ✓ Ensure component compliance with segregation of duties and good financial controls
- ✓ Automate reporting
- ✓ Reduce the administrative burden for volunteer member leaders and ASQ staff

## Fast facts about the American Society for Quality (ASQ)

**Purpose:** ASQ empowers individuals and communities of the world to achieve excellence through quality

**Association type:** Individual and organizational memberships

**Members:** 40,000+ individual members in 130+ countries around the world

**Staff:** ~100 association professionals

**Components:** ~250 member-led geographic and technical communities

**Association management system:** Fonteva

# Results After Implementing re:Members Chapter Performance



Consolidated ~250 separate component bank accounts into one central account with subaccount management and reporting for the components.



Gained real-time insight into component financial results/performance.



ASQ was able to gain greater financial oversight and reduce financial risk for the Society.



Significantly reduced financial risks, reduced annual audit work required, and reduced administrative delays.



Individual components retained operational management and transactional functionality for their component unit.



Reduced administrative workload for volunteer component leaders.



ASQ staff was able to improve efficiency and eliminate time consuming, low-value tasks.

## Every association is unique, especially when it comes to component relations.

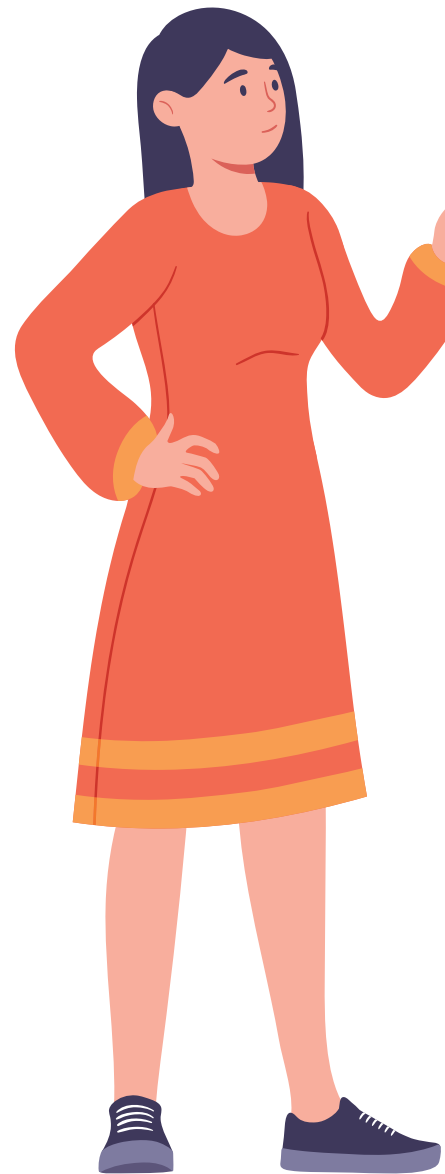
Typically, components operate as separate legal entities. Each files its own taxes under its own employer identification number (EIN). An EIN is the unique identifier issued by the IRS to an organization, whether or not it has employees.

But the [American Society for Quality's](#) (ASQ) 250 components operate as the same legal entity as ASQ under one EIN. Despite this unified structure, each component had its own separate bank account, which caused significant financial risk, not to mention processing and reporting delays, for ASQ.



**“Imagine, approximately 250 bank accounts for which the Society has limited visibility and oversight. From a financial perspective, this situation presented multiple risks.”**

– Andrew Glubisz, ASQ’s Controller







# Bring Component Bank Accounts Under HQ's Control

ASQ implemented re:Members Chapter Performance to eliminate these risks, first by consolidating component banking. Now, each member unit—the name for ASQ's geographic and technical components—manages its own banking subaccount within a central banking platform/account overseen by the Society.

Volunteer member unit leaders still manage their own finances, but the Society manages the banking relationship and has access to the overall banking and reporting platform.

Before re:Members, when a member unit leader completed their term, there was the real financial risk that they could still write checks and have access to the component's bank account.

Now, when their term ends, their banking privileges are terminated in re:Members Chapter Performance and the appropriate level of access/authority is granted to the new leader(s).

Leadership transitions were sometimes difficult to manage for member units before re:Members.



**“Some of them couldn’t transfer banking privileges from one leadership group to the next because the bank wanted documentation they couldn’t provide.”**

– Steven Idzikowski, CAE,  
Component Relations Manager

“We’d have to work with the bank to find acceptable documentation. **Now, with re:Members Chapter Performance, changes in leadership are made almost instantaneously.** Only the appropriate volunteer leaders get banking access.”

Another troubling situation disappeared with re:Members’ adoption. Before, the Society did not always have visibility to what was going on with



inactive member units. When these member units disbanded, their bank accounts would often sit dormant until the bank would send the funds to unclaimed property, requiring a significant amount of administrative work for the Society to reclaim those funds.

“With re:Members, if a member unit is becoming less active, ASQ is able to identify that and bring it to the correct level of Society governance,” said Andrew. “If the ASQ Board of Directors approves dissolution of the member unit, we are able to move the funds to another unit who can then use the funds to provide greater member value.”

# Ensure Segregation of Duties + Sound Financial Management

Fraud is a growing concern for all associations with chapters. re:Members Chapter Performance helps mitigate fraud risk through system driven segregation of duties. This ensures greater review and oversight of disbursement requests. “One-over-one approval is required before payments are issued,” said Andrew.

**We have greater visibility into the details of financial transactions.**

“We have information regarding the payer, payee, and payment amounts. We now have the tools to ask questions or request additional information, as needed, to meet our fiduciary responsibilities to the Society and protect the Society’s assets.”





# Automate Reporting + Reduce Audit Risk

Member units receive dues allocations from ASQ as long as they stay in compliance with Society procedures, such as providing quarterly and annual financial reports.

**Prior to re:Members Chapter Performance, this information was provided utilizing Excel spreadsheets and getting 100% compliance was difficult.**

“80% compliance at year end was a good result. Quarterly, that percentage was often much lower. From an annual audit perspective, this was a significant risk. ASQ’s audit committee wanted to tighten up the process and reduce the risk to the Society,” said Andrew. “Tracking down information delayed our financial audit process. The difficulty is, we’re dealing with volunteers who take care of member unit business when they have time.



re:Members helped us accelerate our quarterly and annual financial close processes.” ASQ no longer has to rely on member units reporting their financials. Instead, they have visibility into member unit financials and can generate the financial reports required for audits from re:Members. Volunteer leaders can also utilize their reporting to provide information to the local leadership.

“re:Members Chapter Performance has become the single source for financial reporting of ASQ’s member units,” said Andrew. “That’s a huge financial win for our organization.”



# Gain Insight into Viability + Chapter Performance

“The visibility into member units provided by re:Members provides ASQ with the information needed to look at our financial results from a consolidated societal perspective,” said Andrew.

**ASQ staff share snapshots of data with volunteer regional council leaders who oversee member units.** They use this data to answer questions about member unit performance:

- ✓ Are all required leadership positions filled?
- ✓ What type of financial activities are taking place?
- ✓ Are their events meeting registration and revenue goals?
- ✓ Which member units are spending ASQ-dispersed funds and generating program revenue throughout the year?
- ✓ Which aren't spending funds and aren't functioning the way ASQ expects or requires?





**re:Members Chapter Performance data educates us about what's really going on in member units and shows us where to dig deeper.**

"This isn't what our volunteers do in their everyday lives. Nor is managing financial accounting what they want to do as leaders. With this data, we address inconsistencies, provide feedback, and offer coaching on best practices so they're at least breaking even on events," said Steven. "We show member leaders how they can

improve their unit's financials or performance," said Andrew. Steven added: "We identify low-performing units and discuss corrective action we can take to reinvigorate them. Or we make recommendations based on what's in the best interest for their members—which may include dissolving groups that are no longer viable so their members can join active groups."

## **Drastically Reduce the Volunteer Leadership Burden**

Previously, one of the major problems with the volunteer leadership experience was handling laborious financial tasks, like trips to the bank, quarterly account reconciliation, and on-time reporting. **"These volunteers prefer to spend their time planning activities that provide value to their members, like networking and training"**—and a significant amount of work is involved in all that," said Andrew.



“With re:Members Chapter Performance, we’ve **reduced the amount of work for our volunteer leaders.**” – Katie Chitwood, Segment Manager.

When ASQ launched re:Members Chapter Performance, member leaders spoke to Katie and Steven about the difference in their workloads before and after implementation. “They talked about how much re:Members improved their volunteer experience because the system takes care of all their reporting,” said Steven.

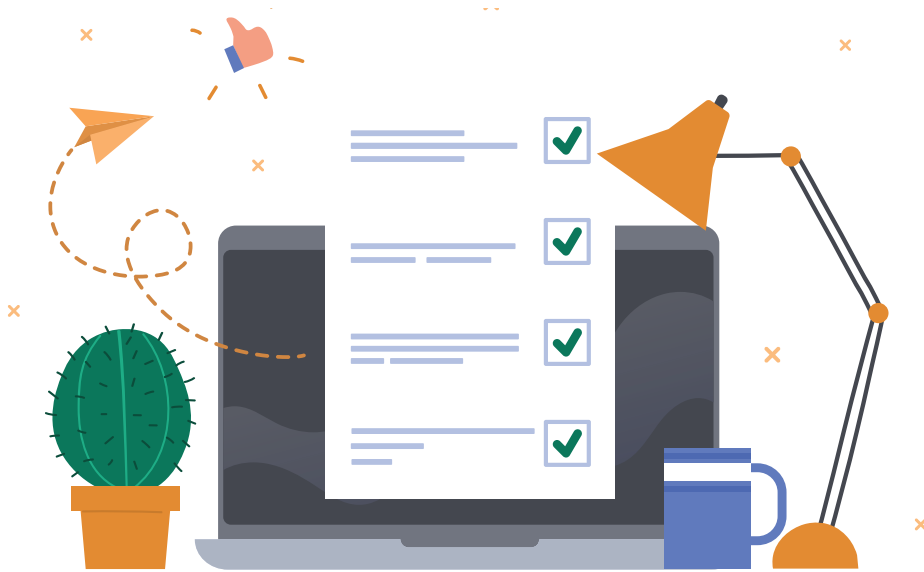
As a result, ASQ eliminated a required member unit leadership position, the audit chair. “Auditing financials was always a time consuming task. Now they don’t have to worry about it,” said Steven. “It’s also easier for them to serve as treasurers, which was one of the more time-consuming roles.”

“re:Members Chapter Performance allows officers to eliminate duplicative efforts when invoicing, making payments, and receiving



revenue,” said Andrew. “They no longer have to constantly record expenses and revenue in the ledger. It’s all done automatically through re:Members, whether it’s registrations or funds collected on site through their various tools. The funds can go directly into their unit’s re:Members account with no need for separate deposits, which saves time and energy.”

Katie said, “Because it’s been a few years since we’ve implemented the solution, member leaders in officer spots right now don’t even know how good they have it.”



## Give Time + Money Back to HQ Staff / Budgets

Andrew said re:Members Chapter Performance also decreases work for his team. “You probably can’t imagine the effort it takes to prepare and send out ~250 different financial packages. Then you have to collect and consolidate information into a format that can be reported out. Then there is the follow-up required related to any member units that have not responded.”

**With re:Members Chapter Performance, all this information is consolidated in real time, eliminating processing delays.**

re:Members automates the reports ASQ used to send in separate emails to each member unit. “From the finance perspective, it’s allowed for resource reallocation,” said Andrew.

“At one point the finance team had close to two FTEs spending a significant portion of their time, both quarterly and at the end of the year, trying to pull all this information together.”

ASQ has also saved money since implementing the Chapter Performance solution. “We’ve seen actual savings in our annual audit fees because of the improved efficiency in collecting and validating financial information,” said Andrew.



# Simplify Volunteer Leadership

Volunteer leadership training is now consistent across ASQ's component network. "There is now one process related to paying invoices, prepaid card processing, and event registration," said Andrew. "With 250 different member units, you run the risk of 250 different processes. **With re:Members Chapter Performance these processes are standardized across all the member units.** I've heard volunteer leaders tell others that re:Members is a lot easier than you think it's going to be," said Katie. "While it's an unfamiliar platform when they first start using it, they get in there and realize it's really not a challenge. It's fairly self-explanatory and pretty user-friendly."

"We are light years from where we were prior," said Andrew. "**re:Members has sped up our financial reporting,** given the Society greater visibility into performance, and significantly improved the internal controls over member unit funds and operations."

Let us show you what's possible with

# re:Members Chapter Performance

re:Members Chapter Performance helps associations manage their components in the U.S. and around the world. Learn how we can help you enhance component relations, operations, and performance.

[LEARN MORE](#)

[www.reMembers.com](http://www.reMembers.com)