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Ed Rigsbee, CSP
President
Rigsbee Research
3595 Old Conejo Road
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Dear Ed:

Thank you for facilitating your Member Value Process at our recent ASQ World Conference on Quality and Improvement. Your facilitation of the two Member Value sessions was excellent. You are very adept at handling an audience of diverse people who all want to share their opinions. The participant feedback from both sessions has been very positive.

Since this was a new concept to our association, your website and marketing materials were very helpful to me when educating my senior management on the valuable results we would receive from your work.

Before and during the conference, we were impressed by your willingness to get involved with our association to better understand how we operate. As a neutral third party, you gave us some valuable insights into how we might improve ASQ. In addition, we found the experiences you have had with other associations to be very helpful in understanding issues other associations face.

Finally, we would gladly recommend you to any association that needs help in proving the ROI of membership dues to its members. We look forward to working with you again in the future.

Sincerely,

Rochelle Dickinson
Manager, Market Research & Data Mining

Laurel Nelsen-Rowe
Managing Director