



Project Management Institute (PMI) Willamette Valley Chapter

Operations Manual

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Document History

Version	Date	Comment
1.0.0	April 2015	Initial Version
1.0.1	February 2016	Changed language for creation of Elections Nominating Committee to align with Bylaws. VP of Programs / President oversee the committee rather than being the Chair.

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1. Introduction

1.1 Purpose

The purpose of the Operations Handbook is to:

- Establish consistent, repeatable policies, practices, and procedures for the activities involved in executing chapter and branch activities.
- Ensure a clear and consistent definition of these policies, practices, and procedures that impact and govern the numerous operating processes required in the administration of the chapter and branch activities.
- Enhance the transition of responsibilities for new board members taking on chapter and branch positions.

This handbook is intended to be a dynamic document. As new subjects are identified, they will be added. It is anticipated that current information will be continually reviewed as requirements change or where the quality or efficiency of the process (es) can be improved.

1.2 Audience

The audience of the Operations Handbook is:

Primary – Any member of the chapter with responsibility for any operational or governing activity either at the Chapter Board level or the Branch Board level.

Secondary - All members of the Willamette Valley PMI chapter.

1.3 Change Control

Responsibility for creating and maintaining the Operations Handbook rests with the PMI WV Chapter Board of Directors.

Requests for a new subject or section, or changes to the Operations Handbook shall be submitted to the chapter President or designee.

The chapter President or designee will distribute the request to the chapter Board of Directors for review and comment. After comments have been received the chapter President or designee will provide a summary of all comments to the Board of Directors for consideration and approval/disapproval by the Board of Directors. If approved the Board and addendum to the Operations Manual will go into effect immediately. The changes will later be incorporated and the version number updated and published once a year.

2. Affiliations

The PMIWV Chapter is an independent, affiliated component of the Project Management Institute. Consistent with the terms of the PMI Charter the Chapter Board of Directors may form relationships with other organizations, corporations, associations, and similar entities, to establish a basis for mutual activities and exchanges of information. Such relationships shall comply with guidelines established by PMI.

The Board will employ a fair process for full and open exchange and communication with PMI where necessary. During such a process, the Board shall inform PMI of the terms and conditions of such agreement or relationship and shall provide PMI with a complete copy of all documents stating the terms and conditions of the relationship.

3. Charter Renewal and Chapter Awards

3.1 Charter Renewal

The local chapter will prepare and submit a Charter Renewal annually. The Charter Renewal will be completed and submitted by March 31st each year.

The process is as follows:

1. The Chapter President will initiate the application process after the February 1st each year.
2. The Board of Directors, consisting of both outgoing and incoming officers should participate in responding to the Chapter Request for Annual Charter Renewal.
3. Board members will submit input pertaining to their responsibility.
4. The chapter President coordinates input and submits the online form in the Component system.

3.2 Awards

The PMI sponsors a chapter awards process, to recognize achievement. They solicit applications for these awards once per year.

The awards application must be completed and returned by March 1st. Awards are presented at the Assembly of Chapter Presidents meeting held in conjunction with the Annual Symposium

The process is as follows:

1. The chapter President receives the Chapter Awards package.
2. Each board member is responsible for submitting input pertaining to their responsibility as directed by the chapter President
3. The chapter President coordinates input and completes the application form.
4. The chapter President will forward the application to PMI according to their specified procedures.

4. Board of Directors

The PMIWV Chapter shall be governed by a Chapter Board of Directors. The Board shall be responsible for carrying out the purposes and objectives of the non-profit corporation and providing administrative, guidance, advice and support to the Chapters' formal Branches.

The Board shall be elected to two-year terms as described in Article V, Section 2 the chapter bylaws and consist of:

Board Positions elected in "Odd" years:

- Chapter President
- Vice President of Marketing
- Corvallis Branch President
- Eugene Branch President

Board Positions elected in "Even" years:

- Vice President of Finance
- Vice President of Programs
- Vice President of Membership
- Vice President of Technology
- Salem Branch President

4.1 Chapter Board Meetings

Chapter Board meetings:

- Are at the call of the chapter President or at the written request of three (3) members of the Chapter Board of Directors
- Monthly conference calls may substitute for monthly Board meetings due to geographical location of the Branch and its President.
- A quorum shall consist of no less than one-half of the membership of the Chapter Board or a minimum of five Board members.
- Each elected member shall be entitled to one (1) vote, except the President who shall only vote in the event of a tie.
- The vote may take place in person, via teleconference or via a single topic email notice. At its discretion, the Board may conduct its business by teleconference, facsimile, Email or other legally acceptable means.
- A formal Board meeting will be conducted a minimum of once per year with the meeting site to be determined by the chapter President.

4.2 Vacant Officer Position

As declared in Article V, Section 11 of the bylaws, the Board may declare an officer position to be vacant when:

- An officer ceases to be a member in good standing of PMI or of the PMI Willamette Valley Chapter.

- The officer fails to attend three (3) consecutive Board meetings.
- The officer resigns by submitting written notice to the chapter President or the Boards second highest ranking official, the Vice President of Programs.

An officer may be removed from office for just cause by a vote of the board or membership as defined in Article V, Section 12 of the bylaws.

If any Board position except Chapter President becomes vacant, the Board may appoint a successor to fill the office for the unexpired portion of the term for the vacant position by a two-thirds (2/3) vote. An existing officer will sponsor a candidate and present his or her qualifications to the Board.

In the event the Chapter President is unable or unwilling to complete the current term of office, the Vice President of Programs shall assume the duties and office of the President for the remainder of the term. This position is followed in order by the Vice President of Finance and lastly the Vice President of Technology.

5. Chapter Planning and Budgeting

5.1 Strategic Plan

The Strategic Plan establishes goals for the Chapter and the strategies required to meet those goals. The Strategic Plan is developed by the Chapter and Branch Boards and updated on an annual basis. The Strategic Plan is considered an approved document by the Chapter.

5.2 Branch Tactical Plans

The Branch Tactical Plans establishes objectives for each Branch for the operating year and documents the actions that will be taken to attain the objectives. The Branch Tactical Plans should be in alignment with the Chapter Strategic Plan. Branch Tactical Plans should be developed during the summer months at the direction of the Branch President. The Plan shall be submitted to the Chapter Board for review and alignment with the Strategic Plan by June 30th, and remains the responsibility of the Branch for implementation, updates and modifications.

5.3 Budget

Each Branch will develop a budget based on their Branch Tactical Plan. The Branch budget request is for Branch funding that will be required to support their tactical objectives and operations, including monthly lunch/dinner meetings. All planned revenue and expenses must be accounted for and are considered Chapter funds. Branch budgets and financial operations are the responsibility of the Branch Vice President of Finance.

The chapter program year for budgeting purposes is September 1st to August 31st. All Branch budgets are required to be submitted to the chapter President and VP of Finance by July 15th.

Budget documentation for submittal includes:

- The closure of current year's budget (planned and actual expenses)
- Proposed budget for the next FY

The above documents from the Branch's will be combined by the Chapter VP of Finance with the Chapter financial information by the first meeting in August. The combined information will provide the following documentation:

- Chapter financial closeout report for the current program year, and
- Combined Chapter proposed budget for the next program year

This information will be used to ratify a final budget before September 1st. The chapter budget will be maintained by the Vice President of Finance. Any changes to the budget during the year must be submitted to the chapter Vice President of Finance and approved by the Chapter Board.

Financial records shall be reviewed on an annual basis as directed by the President. The review should be conducted at the close of each fiscal year.

Accounting for the finances of the Chapter shall conform in general to the recommended practices of the American Institute of Certified Public Accountants. The Vice President Finance shall submit periodic statements of accounts to the Board.

The outgoing Vice President of Finance shall close the books at the end of their tenure and prepare an annual financial report by December 31st. The incoming President shall direct a review of the previous year's books. The review shall be presented for Board approval by the incoming Vice President Finance on or before the February Board meeting.

Expenditures shall be handled by the Vice President Finance except as otherwise provided herein. In all cases, expenditures shall be made in accordance with the budget. The expenditures must not exceed the approved Chapter budget by more than ten percent (10%), except with Board approval.

The Chapter President and Vice President Finance shall have signature authority for Chapter expenditures. Dual signatures are only needed on the Expense Reimbursement Form for expenditure greater than \$5,000.

Branch Presidents and Vice Presidents of Finance may expend Chapter funds from Branch accounts. The Chapter President or Vice President of Finance may from time to time deposit funds into Branch accounts to cover Branch operating expenses. Requests for additional Branch funds must be made by the Branch President or Branch Vice President of Finance.

5.4 Annual Membership Dues

Annual membership PMIWV dues shall be set by the Chapter Board and communicated to PMI in accordance with policies and procedures established by the PMI Board of Directors. All billing and collection of dues and dues disbursements shall be performed by PMI. The Chapter shall set and arrange for collection of local dues per PMI procedures.

6. Certification and PDU Points

Questions about certification and the re-certification process should be directed to the chapter Vice President of Programs or the branch Vice President of Education. All Branches shall conform to and utilize similar processes for awarding PDU points for Chapter or Branch activities.

Individuals holding a PMI certification can get PDU points for attending seminars and chapter meeting presentations. Event codes are not required for normal monthly meetings, typically 1 PDU, but for any event offering more than 2 PDUs in Category A, the Chapter must obtain an event code from PMI-GOC at least 30 days prior to the event. Categories B through F do not require an event code. The online form is available from the Continuing Certification Requirements System (CCRS) <https://ccrs.pmi.org/EducationProviders/Activity.aspx>. Only those designated by the chapter can add an activity and obtain an event code. Obtaining the code and managing the list of volunteers is the responsibility of the chapter Vice President of Programs. The list of volunteers should be reviewed for accuracy at least once per year.

To enter an activity select: “Add an Activity” from the menu. The activity number is an alphanumeric code consisting of the following:

- 135- Which is our chapter number
- YYMMDD- 2-digit Year, Month and Day of the first day of the event
- XXX- 3-letter alphabetic description of the event. Such as PDD for professional development day
- NN- serial number of the event in case there is more than one event that day
- NN- serial number of the event in case there is more than one event that day
135140123PDD01
- Fill in the rest of the information needed for the event. It should have already been decided how many PDUs are being offered. There is one credentialed approver needed which should be the credentialed individual most familiar with the event and willing to certify that the event is worthy of the PDUs offered

The chapter will track attendance at the event and keep those attendance records for 3 years, for auditing purposes.

Reporting PDUs to PMI will be the responsibility of the individual member who has attended the event.

7. Committees

The chapter President and/or branch Presidents may establish standing or temporary committees to advance the purposes of the organization. Committees are responsible to the Board that established it.

Each committee shall have a designated chairperson. Committee members will be appointed from the membership or from individuals interested in the organization and the focus of the committee.

7.1 Committee Meetings

Committees shall meet as required to conduct their business.

- The Chairperson shall call the meeting(s) as approved.
- Timely notification of time and location shall be given to all committee members and the responsible Board Member.
- Within a reasonable time after the close of a committee meeting, a report of the meeting's activities shall be provided to the Board.

The following Committees are defined for purpose and membership. Other committees may be organized as appropriate:

8. Communications

This section describes the all communications process between the chapter Board of Directors, the Branch leadership, and the Chapter membership. This section also describes communications between the chapter Board of Directors and the Project Management Institute Global Operations Center and between the chapter Board of Directors and non-PMI or non-Chapter individuals. Communications is defined as mail through the US Postal Service, email, telephone communications, WV PMI Web-site information, newsletters, meeting notifications, and other communications as defined by the chapter Board of Directors and following guidelines established by PMI GOC.

8.1 Website

The [Chapter website](#) is the primary means of providing information to chapter members. The governance for the content, operation and maintenance of the Chapter website shall be the responsibility of the Chapter Vice President of Technology.

8.2 US Postal System Mail

The standard, official mailing address for the US Postal Service mail sent to the chapter is:

Willamette Valley Chapter
Project Management Institute
PO Box 766
Salem, Oregon 97308

Branches may also maintain mailing addresses for purposes of coordinating special events and Branch operations. The chapter Board of Directors must approve the use of Branch mailing addresses.

Mail will be picked up from the above location and distributed to the appropriate recipients as soon as practically possible. This will be the responsibility of the Salem Branch President or designee.

IMPORTANT: All checks for services/events will be mailed the Chapter mailbox

8.3 E-Mail

The standard official email address for electronic mail sent to the chapter is: info@pmiww.org.

See Chapter website for the list of current Chapter and Branch positions direct email addresses.

8.4 Outside Website Links

The Chapter website PMIWW.org may contain links to social media and other sites. The creation and maintenance of PMIWW social media sites, and website links to those sites are the responsibility of the Vice President of Technology. The Vice President of Technology will notify the Chapter Board at the next regular meeting when creating social media links or posting permanent links to social media or other sites. The Chapter Board must approve all permanent non-PMI links. Temporary links to guest speaker websites or other activities sanctioned by PMI or PMIWW do not need Chapter Board approval.

8.5 Branch Member Distribution Lists

The Chapter distribution list, CRS, is received monthly from PMI-GOC and updated automatically by the Chapter website provider, Proteon. Board members have access to the Chapter CRS for member contact information and other official purposes. The Vice President of Membership shall manage the membership process, along with developing and maintaining membership contacts, as well as new member welcome and membership renewal service. The list consists of all current members, recently dropped members and other potential member listings.

8.6 Meeting & Event Notices

Requirements for notice of the annual meeting of the membership and any special meetings of the membership are defined in Article IX of the bylaws.

Branch meeting and event notices are sent via email to chapter members in good standing no later than 5 days prior to each meeting. Branches shall maintain and monitor their own notice requirements and other possible marketing notices via the Chapter Website and Social Media.

9. Complaints or Disputes

All complaints or disputes concerning any function or activity of the PMIWV Chapter or its branches may be submitted either orally or in writing to the Chapter President .

The chapter President will call a meeting of the Board of Directors to determine the appropriate resolution and response. The goal is to resolve all issues as quickly as possible. The board may request a meeting with any person involved in the complaint or dispute prior to making a decision. The determination of the Board of Directors will be final and documented in the minutes of the meeting.

11. Conflict of Interest

Members of the WV PMI chapter shall not be eligible to receive any pecuniary gain, benefit or profit, incidental or otherwise, from the activities, financial accounts and resources of the chapter or branch with these exceptions:

- Members who teach classes will receive a payment at a rate established and approved by the Board
- Members may, upon Board approval, be retained to provide contracted administrative support services
- Reimbursement for actual expenses, mileage or other costs incurred by members due to an approved chapter or branch activity.

No officer, director, appointed committee member or authorized representative with the exception of contracted administrative support services of the chapter shall receive any compensation, or other tangible or financial benefit for service on the Board

All officers, directors, appointed committee members and authorized representatives of the chapter shall act in an independent manner consistent with their obligations to the chapter and Branch and applicable law, regardless of any other affiliations, memberships, or positions.

All officers, directors, appointed committee members and authorized representatives shall disclose any interest or affiliation they may have with any entity or individual with which the chapter has entered, or may enter, into contracts, agreements or any other business transaction, and shall refrain from voting on, or influencing the consideration of, such matters.

12. Code of Ethics

All volunteers of PMIWV are expected to know and follow the [PMI-GOC Code of Ethics](#).

13. Document Retention

13.1 Policy Statement

The Chapter will utilize the Zimbra email and document repository system for storing electronic copies of Chapter documentation.

Examples include but are not limited to or precisely described as:

- Charter
- By Laws
- Strategic Plan
- Tactical Plans
- Budgets
- Board Meeting minutes
- Operations Manual
- Listing of Board Officers as of July 1st and June 30th
- List of Board changes made during the year
- Election materials (candidate statements, ballot and results)
- Listing of committees and Chapter volunteers
- Membership list as of December 31st.
- Approved budget for the year
- Final financial summary for the year
- Copy of tax return
- Chapter newsletters
- Conference brochure and attendees
- Board meeting notes
- List of Chapter accomplishments for the year (part of awards application)
- Charter renewal agreement with PMI National (signed yearly)
- Completed Chapter renewal application
- Completed Chapter Awards application
- Monthly program announcements (speaker & topic)
- Dates and rosters of PMP (and other Chapter sponsored) training events
- All surveys of Chapter members (and results) done the year
- Any other important & pertinent Chapter communications
- Affiliate Agreements

13.2 Retention

All documents will be archived using PMI GOC and state/federal guidelines

13.3 Accessibility

Electronic copies of archived documents will be made available upon request to all active PMIWV Chapter members. Requests must be sent to the Chapter President or designee via email. The Chapter President or designee will respond within 14 calendar days.

14. Elections

14.1 Elections Process

The Vice President of Programs will oversee the creation of a Nominating Committee in September of each year. When the Vice President of Programs position is open for nomination then the Chapter President, or designee, shall oversee the creation of the Nominating Committee.

Outgoing officers are expected to prepare a succession plan for their position, actively solicit nominees for their replacement, and serve a six month term in an advisory role for their former position without voting rights.

- The Nominating Committee shall collect names of interested persons. The Committee may solicit for candidates through the newsletter, website, chapter meetings, etc.
- Board positions are based on Article V, Section 2 of the bylaws and Chapter 4 of this Operations Manual. The Operations Manual defines the term and election year for each position. Applicable positions are placed on the ballot. Candidates must meet eligibility requirements defined in Article V, Section 8 of the bylaws.
- Campaigning by candidates using chapter resources (email list, web page, chapter meetings, etc.) is not allowed. Only the nominating committee is authorized to use chapter resources for communications related to the election.
- Elections occur during November culminating with the December annual business meeting. Elections take place via the web
- New officers take responsibility beginning January of the following year.

14.2 Transition

The Chapter President will hold a Board transition meeting in January. The Board transition meeting should cover topics such as duties and responsibilities, the status of the chapter, and information on chapter processes.

15. Governance

Operations of the Chapter are governed by the PMI Charter, PMIWV Chapter Bylaws and this document.

15.1 Governing Documents

The responsibility for maintenance and submittal of governance documents are defined below:

President:

- The PMI chartering agreement
- Chapter By Laws
- Liability insurance

VP of Finance:

- Articles of Incorporation
- Non-profit filings
- IRS and state tax filings
- Financial statements, reports and audit findings

16. Facilities

16.1 Purpose

The purpose of this policy is to provide guidelines in the identification and selection of various facilities to meet the needs of chapter events.

16.2 Facility Requirements

The Chapter President or designee may arrange for Chapter Board meeting facilities without approval of the Chapter Board.

Chapter or Branch Project Managers needing a facility for a Chapter or Branch event will provide the Vice President of Programs with an event charter which will include the specifications of the events physical requirements. These requirements will include, but are not limited to: cost, facility size, amenities, and location.

The Vice President of Programs will present the event charter to the Chapter Board for approval. Contracts for obtaining facility space may be signed by the designated Project Manager once the charter has been approved by the Board.

A facility deposit payment may be made when approved as part of the charter. The final payment will be made after the service has been received and an invoice for payment is submitted.

The Chapter VP of Programs is responsible to obtain PMI-GOC provide insurance for events held outside the normal meeting locations. Insurance should be obtained 30 days before event and is free to the Chapter.

17. Branch & Chapter Meetings

Special meetings of the membership may be called by the President, by a majority of the Board, or by petition of ten percent (10%) of the voting membership directed to the President.

Notice of all annual and special meetings shall be sent by the Board to all members at least 30 days in advance of the meeting. Action at such meetings shall be limited to those agenda items contained in the notice of the meeting.

Quorum at all annual and special meetings of the PMIWV Chapter shall be five (5%) of the voting membership in good standing, present in person.

All meetings shall be conducted according to parliamentary procedures determined by the Board.

17.1 Chapter

An annual meeting of the membership shall be held at a date and location to be determined by the Board.

The agenda for this meeting will include:

- Update on the Chapter's Financial Status
- Update on the Strategic Alignment, Planning and Reporting (SAPR) process
- Chapter Accomplishments
- Any other pertinent chapter business

17.2 Board of Directors

The Board will meet on the first Monday of every month or at the written request of three members of the Board directed to the President.

When voting on any motions, it is deemed to pass when a majority of the total voting Board members present vote in the affirmative. A quorum is needed to be present to pass any motion.

17.3 Branch Meetings

Branch meetings will be held each month to provide a learning opportunity for the membership. The Branch Vice President of Programs is responsible for procuring guest speakers for monthly chapter meetings.

Branch Vice President of Programs will:

- Research quality topics and presenters and maintain a pool of potential speakers
- Maintain a backup agenda in the event of speaker/schedule conflicts
- Coordinate all physical arrangements for the meetings (September through June) Arrange for special equipment, projectors, microphones, flip charts, display tables, etc. needed by speaker.
- Email speaker one week prior to meeting to verify attendance.
- Prepare the program meeting notice, including a brief bio-sketch of the speaker and distribute to President, Webmaster and Newsletter editor.
- Select and Procure Chapter Meeting Speaker Gift.

17.4 Speaker Gifts

The Branch Vice President Programs or designee shall be responsible for acquiring speaker gifts for Branch activities. The Chapter Vice President Programs or designee shall be responsible for acquiring speaker gifts for Chapter activities. The Chapter or Branch Vice President Finance shall purchase the gift cards. The amount of these gifts shall be set by the Board each year. A gift shall be presented to each Chapter or Branch speaker.

18. Professional Development

PMIWW has an obligation to provide professional development opportunities to its members.

The Chapter Vice President of Programs is responsible for the initiation, planning, executing, monitoring and closeout of all professional development activities for the Chapter. The Chapter Vice President of Programs will create a Professional Development Committee to support the work required to provide the professional development opportunities for the chapter. The Vice President of Programs will chair the committee.

The Chapter Vice President of Programs and the Vice Presidents of Education and Programs from each Branch are members of the Professional Development Committee. Other members may be appointed to the committee by the Chapter Vice President of Programs as necessary.

18.1 Project Managers Professional Preparation Course

The PMP Prep Course is held at least once annually. The course material, length of classes, location of classes, etc. will be determined by the Professional Development Committee. A Charter will be prepared for each PMP Prep Course and approved by the Chapter Board.

18.2 Professional Development Day

The Professional Development Day is held at least once annually. The course material, length of classes, location of classes, etc. will be determined by the Professional Development Committee. A Charter will be prepared for each Professional Development Day and approved by the Chapter Board.

18.3 Other Professional Development Activities

The Professional Development Committee may recommend other Professional Development activities to the Chapter Board for consideration.

20. Branch Leadership

In addition to the elected Branch President, branch volunteer positions may include

- Branch VP of Communications
- Branch VP of Education
- Branch VP of Finance
- Branch VP of Marketing
- Branch VP of Membership
- Branch VP of Programs