



COLUMBIA BASIN SECTION 614 NEWSLETTER



Serving Central and Southeastern Washington and Northeastern Oregon

November 2006

Chair's Corner

Steven S Prevette
Fluor Hanford
City University



Happy Halloween! We have no tricks, and hopefully some treats for you.



The meeting at Ice Harbor Brewing Company was quite a success. We received a good behind-the-scenes tour of the brewing operation. A batch was in production, so we were able to see some of the ingredient additions. A few of us got to munch on hops. Looked about like rabbit pellets, and tasted the same. But much better once brewed into the beer. Ice Harbor has a nice meeting room at their location, so we may take advantage of that in the future.

2006 – 2007 Schedule

Please note the change in date for the November meeting. It is now November the Second.

Date	Speaker/Site	Topic
November 2	Mark Glandstone	Generative Thinking and Generative Communication
December 13	Joint meeting with National Management Association	Holiday Party
January 3	Kevin McManus	25 Years of Quality – Have We Really Improved?
February 6	Rich Higgins	Event Prevention and Human Error
March – TBD	Site Visit?	
April 3	Sheila Horn	Overview of Schweitzer Engineering Laboratory
May 10	TBD	
June 5	Dennis Arter	Process Approach to Auditing

As you can see from the above, Jo Haberstock and the section volunteers have done a great job in lining up topics for this year. We did hold a planning session October 19. The Section activities are proceeding well for the year. We don't have a lot of details for the Holiday Party yet, but should have more in the next newsletter. The vision is a nice social event for the season and the ability to meet with other professional society members. We are mulling over several options for the March site visit. The next planning meeting will be in January. Planning meetings are open to all section members, so if you are in the Richland area during one of the planning meetings, be sure to drop by. Free appetizers and drink.

My quality journey with Fluor has been very busy lately. Ron Gallagher (Fluor Hanford's CEO), Tony

Umek (VP Safety and Health) and I were invited to present at the annual Governor's Safety Conference in Spokane. We had a good turnout for the presentation, and a very energetic audience with lots of good questions. One audience member asked about getting senior management buy-in for safety and quality. A rather good discussion ensued since we had our CEO answering the question. I'll be at the Northwest Occupational Health Conference in Wenatchee October 26 doing the Red Beads and also talking about Leading Indicators.

Be sure to share your quality stories with the group! Drop us a line and we'll include your activities and thoughts in the newsletter. We are mining Dennis Arter's blogs to include his latest perspective this month. Join in on the sharing!

- Steve

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Join at the "Introduction to Performance Excellence" Workshop

Date: Wednesday, November 29
Time: 8:30 a.m. to 4:30 p.m.
Location: Criminal Justice Training Center
Room #C102, Burien, WA 98148

This workshop presents an overview of the Malcolm Baldrige/Washington State Quality Award system and criteria. Become familiar with the criteria purpose, uses, and content. Also, gain a greater understanding of Baldrige core values, concepts, and framework. This workshop is designed for people who have had no previous training pertaining to the criteria or people who need a quick refresher course. In addition to the general version that uses non-specific examples, industry-related versions also are offered for public sector organizations, health care and educational institutions.

To register, download the registration form and fax to 360-394-2445 or e-mail to wsqa@wsqa.net.
Word version - [workshop registration form](#) or pdf version - [workshop registration form](#)
You will receive an e-mail confirmation of your registration. **Only 10 spots left!**

WSQA

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Supply Chain Security Standards

ISO has just released two more Publicly-Available Specifications (PAS) on supply chain security. These were developed by Technical Committee 8 on ships and marine technology. They are not full standards, in that they did not undergo the long and arduous consensus development process. They are part of the 28000 family on security management systems for the supply chain. "The new documents are designed to enable better monitoring of supply flows, to combat smuggling and to respond to the threat of piracy and terrorist attacks, as well as to create a safe and secure international supply chain regime," according to Charles Piersall, Chair of TC 8.

ISO/PAS 28000:2005 is the baseline document covering security management systems for the supply chain. The underlying intent is to avoid disruptions in the supply chain.

ISO/PAS 28001:2006 is for supply chain security assessments and plans. It will allow customs agencies to depend more on shipper audits and inspections, rather than just government inspection.

ISO/PAS 28004:2006 offers guidelines for implementing the base 28000 specification mentioned above. (Don't you love it when they have to issue a spec to explain the original spec?)

You can get a lot more information from IHS (<http://solutions.ihs.com/news/iso-supply-chain.htm>), a company in the business of selling standards.

Dennis Arter

<http://auditguy.blogspot.com/>

Seattle Section Dinner Meeting, November 9, 2006

The Process Approach Revisited

Time Pre-meeting learning groups: 4:30 – 5:30 P.M.

MEETING PLAN

Dinner: 5:30 – 6:30 P.M.

News and updates: 6:30 – 6:45 P.M.

Presentation: 6:45 – 7:30 P.M.

Questions and answers: 7:30 – 8:00 P.M.

Location Renton Technical College
3000 NE 4th Street, Renton, WA 98056

Cost Dinner: \$20

Presentation: Free

Reservations reservations@asq-seattle.org

Deborah Hopen at 253-952-7757

PRESENTATION

This presentation will focus on the common pitfalls of implementing and auditing to the process approach to be in compliance with the ISO 9001-2000 standard. In addition, this presentation will review the possible solutions to each pitfall. The common pitfalls to be discussed are organizations not adequately defining process sequence and interaction, process objectives not being linked to organizational objectives, internal audit approach not being process oriented, and customer satisfaction methods not being focused on "end" users. There have been many methods and techniques discussed over the last few years, but the message still is not understood completely. By reviewing these simple solutions to the common pitfalls, organizations can develop a consistent implementation, an audit strategy that focuses on and realizes the benefits of the process approach as defined by ISO 9001-2000

Go to the Seattle Section website at www.asq-seattle.org for more details on Zach, his presentation, and other meeting information, including reservation instructions and a map/driving directions to the Renton Technical College facility.



November 2, 2006 Meeting
American Society for Quality
Columbia Basin Section 614



NOTE THE DAY!
Thursday,
November 2, 2006

LOCATION: Shilo Inn
50 Comstock
Richland Washington

5:30 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. - Dinner
7:00 p.m. - Presentation

DINNER BUFFET:

The Chef and crew at O'Callahan's Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray. Your choice of coffee, tea or decaf is included with dinner.

And don't forget to save some room for a yummy dessert!

Cost:

\$ 17 ASQ members
\$ 20 non-members
\$ 5 presentation only

Reservations are requested by October 30. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at www.asq614.org/.

“Generative Thinking & Generative Communication”



MARK GLADSTONE
President & Principal Consultant
The Gladstone Group

Have you ever been asked to serve on a team being formed to try to fix an ongoing problem in your organization? The team starts meeting every week for a couple of hours, and in the meetings a few people offer up some potential solutions. But as the team discusses them, each possible solution seems to come with its own new problems. And there is always that one team member who keeps saying “That won't work. We tried that two years ago, and it didn't work.” And after a few months of meetings, the team just fades away. But the problem is still there.

What if your organization were to try a different approach the next time an issue arises? **Generative Thinking** and **Generative Communication** are about making a subtle but profound shift in the way we operate. What if we stayed focused on *generating and creating what we want*, rather than continually trying to fix what we currently have? Would there be any difference?

An organization (or an individual) struggling with an issue - any issue - can expend tremendous resources over many years in attempts to fix their problems. As long as their “solutions” are developed at the same level of thinking that has produced the current state, they will only cycle through and end up returning to the same disappointing state. On the other hand, if they focus on generating and creating more of what they want, the solutions will produce different results, allowing them to move closer to their desired state. This can be applied not only in our professional endeavors but also in our personal lives (careers, relationships, volunteer work, etc.). Sounds simple enough, perhaps, but how can we put this into practice so that it becomes a greater part of the way we operate professionally and personally?

The Generative Thinking and Communication model is fundamental to the work in which our speaker is involved. Mark will share both personal and organizational examples of how the model has been applied, the results it has created, and some of the key components of Generative Communication.

Life is lived and work is accomplished through our communication. It can either keep us cycling and getting more of what we already have, or it can move us forward getting more of what we desire.

About the Speaker:

Mark Gladstone has over 18 years of experience helping clients achieve success in their business and personal development, acting in the capacities of internal and external consultant, facilitator, trainer, program manager, mediator, mentor and coach. His facilitation and consulting experience includes corporate-wide managed change programs, mergers & acquisitions (both international and domestic), culture development, strategic planning, TQM, re-engineering, restructuring and downsizing initiatives. He has provided consulting services and training programs to the Federal, State and private sectors, academia, the medical field, and community agencies.

Mark was a Hanford Site instructor for the Seven Habits of Highly Effective People, for the Department of Energy's Quality Training Resource Center. He is an adjunct member of the faculty in Central Washington University's Organization Development Masters program, and has taught Project Management courses for Washington State University. He is the author of the book "Six Conversations for Getting Organizations Unstuck."

Before focusing on organizational development, Mark spent seven years in contract management as a Contracting Officer, International Contract Specialist, and Manager of the Department of Energy's International Activities Coordination Office, Richland Operations.

Mark received his undergraduate degree in Organizational Communications from Eastern Washington University and his Master of Science degree in Organizational Development from Central Washington University.

SECTION 614 CONTACT INFORMATION

Please visit the Section 614 web site at www.asq614.org.

Employment



CAREER CONNECTIONS

To be considered for posting in the newsletter, announcements must be submitted by an ASQ member and be of potential service to other members. Announcements may include job postings, training opportunities, or requests for assistance. Due to space limitations, please keep them brief.

2006-2007 Section 614 Leadership Team

Section Chair	Steve Prevet	Division Liaison	Dennis Arter
Vice Chair	Jo Haberstok	Publicity Team Lead	Steve Prevet
Secretary	Howard Rew	Program Team Lead	Open
Treasurer	Rich Higgins	Web Team Lead	Steve Prevet
Audit	Dave Sandoz	Scholarship Team Lead	Rich Higgins
Examining	Dennis Arter	Section Historian	Dennis Arter
Certification /Recertification	Howard Rew	Newsletter	Rich Higgins

You can find out more about Section 614, including contact information for Leadership Team members, on our website at www.asq614.org.

If you are interested in helping with any of the Section teams, please contact the team lead or an officer. We are always looking for willing volunteers!

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606): www.asq-seattle.org

Spokane Section (#619): www.angelfire.com/wa3/spokaneasq

Southwest Washington – Vancouver Section (#627): www.asqswwa.org

Portland Section (#607): www.asqpx.com



QUALITY QUOTE

Look at a day when you are supremely satisfied at the end. It's not a day when you lounge around doing nothing; it's when you've had everything to do, and you've done it. - Margaret Thatcher

Publication Information

The ASQ Columbia Basin Section 614 newsletter is published on a regular basis to inform members (and potential members!) about Section 614 activities and other news/information we feel may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 22nd of the month.

Publication/Editorial Staff: Rich Higgins (Rich_Higgins@charter.net).

