



COLUMBIA BASIN SECTION 614 NEWSLETTER



Serving Central and Southeastern Washington and Northeastern Oregon

March 2007

CHAIR'S CORNER

Steve Prevette
Fluor Hanford
Chair, ASQ Section 614

Rich Higgins set an attendance record with his talk on Human Performance this month. The turnout was great, we had members from Moses Lake, Ellensburg, and Yakima, as well as the Tri Cities. Many guests attended from Bechtel and Energy Northwest. Rich covered a lot of ground on Human Performance in his hour-long talk.



Section Officers. Nominations for Section Officers were held during Section Business at the dinner meeting. Dennis Arter, our nominations chair, had received no nominations in the past two months. The current four officers were all nominated during the meeting to continue in their current positions. I'd like to thank the officers for their service to the section, and am looking forward to continuing our work. Although no new people stepped forward to be officers, a number of members have stepped forward to volunteer for the section as speakers, or to help with the newsletter and with arranging for speakers for next year. I'll be telling you about their efforts in upcoming newsletters. The game plan for the 2007 elections is to open the floor once more for nominations during the March meeting. If there are no further nominations, the slate of officers will be accepted by a voice vote of those present. If there are further nominations and an election is needed, we will send out ballots in the March newsletter, to be counted in April in time for the election results to be given to ASQ Headquarters by the due date in May 2007.

The official nominees are:

Steve Prevette – Chair	Jo Haberstock – Vice Chair
Rich Higgins – Treasurer	Howard Rew - Secretary

A Two Day Statistical Workshop. The Fluor corporation (my employer) has agreed to allow ASQ Section 614 to present the Statistical and Performance Measure training materials that I wrote about last month in a public session, with proceeds to go to the Section. The session has been scheduled for March 27 and 28, at the Red Lion Inn, Richland WA. The cost of the session will be \$250 to the public, but ASQ Section 614 members will receive a discounted price of \$200 per person. I am working to get approval for CEU from ASQ, but even without the CEU, the session will be worth recertification training credits. The Red Lion is offering rooms for \$60 per night, if you desire to stay at the Inn overnight. For more information, see the flyer in this newsletter, or the Section website, or drop me an email at steven_s_prevette@rl.gov. Fluor is sponsoring the event, and I am receiving my regular salary during the training. The only expense to the Section is the room rental, so we do stand to help offset some of the deficit spending over the past several years. We will limit the workshop size to 20 people. If there is sufficient interest, we may hold additional sessions later.

I'd like to thank Jo Haberstock for the columns she has been writing for the newsletter. This brings some nice variety to the newsletter, and I encourage each of you to participate in the newsletter with any thoughts and ideas you would like to contribute.

- Steve Prevette

VICE CHAIR'S (CHOCOLATE) CORNER

Jo Haberstok
Fluor Hanford
Vice Chair, ASQ Section 614



I'm writing this column on President's Day (February 19). With our February section meeting having been pushed back to a week later than what's usually our norm, I had forgotten the deadline for submittals for the newsletter was looming. So I guess it's a good thing that I had an extra day off from work!

Speaking of President's Day weekend, some of you may know that it was also "Red Wine & Chocolate" weekend at the Yakima area wineries. I'm not quite sure how wineries qualify to be part of the "Yakima area" designation, but participating organizations included a lot of wineries in the Yakima/Zillah/Sunnyside areas, quite a few in and around Prosser, about four in Benton City and one in Richland. I'm not all that fond of red wines in general, but I've always been *very* fond of chocolate. So of course I felt obligated (as a quality professional and all) to check out some wineries over the weekend. The event was in full swing on Saturday, with some pretty big crowds at the tasting bars of the Prosser area wineries I visited. On Monday, I went to a few places in Benton City and to the one Richland winery that was on the list.

As I reflect on my experiences at the various wineries, I can't help but think about QUALITY ... leadership ... customer service ... teamwork ... and customer satisfaction. Some of the wineries are very large and it's clear they make a pretty good profit - or at least that they put a lot of money into trying to create a certain kind of ambience at their establishments.

I mean, some of the places are huge! They offer so many different types of wines (not to mention other food and gift items) that their tasting lists covered four pages! Others seem to be pretty much homegrown "mom & pop" types, with the winery attached to the owners' homes, a minimalist shop and limited number of wines to try. And then there are the middle-of-the-road ones, offering a large selection of wines and gift items from a small shop. The wine industry in this area seems to be growing by leaps and bounds, with new places springing up all the time.

I noticed some good things and some "areas for improvement" about the wineries and the owners/managers/team members I encountered in them. I found that size (of the establishment or how many wines they offer) doesn't necessarily equate to better (or improved) quality, customer service or satisfaction. Of course, with the smaller places it was apparent that during peak times they might have benefited from having a few more servers available to keep things moving along. However, some of these places had very pleasant team members who used humor so effectively that it made the time pass quickly while waiting to sample. Great customer interaction can make such a positive impact!

Another thing that can make one place really stand out from others with customers is offering something a little different. One winery I visited was holding special seminars about how to pair wines with food. At another place, they included an educational sampling, where they poured (and visitors got to taste) their signature port wine from different years and explained the changes in color and taste as the wine ages. I'm not much of a wine aficionado, so I was pleased to learn that a couple bottles of port I had at home might be pretty tasty this year, as they are between five and ten years old.

The chocolate goodies offered at the wineries (of all sizes) were definitely worth a few minutes of waiting time - chocolate brownies served with red raspberry sauce, chocolate port sauce with cheesecake, maraschino cherries that had been rinsed and soaked in ruby port for 60 days then dipped in rich dark chocolate, "make your own truffles" (with toppings of nuts, coconut and cocoa powder), and rum pound cake. The last one didn't even have a bit of chocolate in it and I still enjoyed it. Mmmm ... good stuff!

In closing, if anyone is interested in the recipe I picked up at the "make your own truffles" table at one of the wineries, just send me an email - I am always happy to share chocolate recipes with others who can relate to some of my favorite quotes:

- Money can't buy love, but it can buy chocolate.
- Life is like a box of chocolates ... full of nuts.
- In the cookies of life, friends are the chocolate chips.

Jo Haberstok

SECTION 614 MEMBERS JUDGE AT ITEA PRELIMINARY ROUND

by Jo Haberstk

Section members Robert Boykin and Jo Haberstk traveled to Portland, Oregon, and served as judges for the preliminary round of ASQ International Team Excellence Awards (ITEA) January 25 and 26.

There were several new judges this year, and it was good to get some new perspectives and questions during the training, which was conducted by Kevin McManus (who spoke at our January section meeting). The judges were then divided into three teams, where they scored a practice video and worked on their consensus skills. Each judging team then viewed and scored the actual team tapes/DVDs, then prepared feedback reports for the teams. The feedback reports include both comments about areas the team was especially strong in and recommendations for how they might improve their score if selected to compete “live” in Orlando, Florida, at the World Conference on Quality and Improvement April 30-May 2. For more about the conference and for updates about which teams will be presenting there: <http://wcqi.asq.org/program/index.html>

WSQA WORKSHOPS

Introduction to Performance Excellence – 1 Day

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 about the criteria, or 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

Date: March 1, 2007 **Time:** 8:30 - 4:30

Date: March 29, 2007 **Time:** 8:30 – 4:30

Preparing and Applying for the WSQA – 1 Day

(Prerequisite: Introduction to Performance Excellence OR previous Baldrige experience)

The Washington State Quality Award criteria are a proven approach to improving customer satisfaction and the effectiveness and efficiency of organizations. This workshop is designed to assist organizations that desire to complete an award application. You will receive tips, tools, techniques, samples, and start to finish processes that will lead to a completed application. At the completion of this workshop you will have a step-by-step method for mobilizing your organization to fully address the criteria requirements and prepare an award application.

Date: April 26, 2007 **Time:** 8:30-4:30

These workshops are offered in the Seattle area. For the exact locations, please visit our Web site at www.wsqa.net/workshops.htm. To register, download registration forms online at www.wsqa.net and fax to 360-394-2445 or e-mail to wsqa@wsqa.net.

WSQA

Path to Performance Excellence

www.wsqa.net

wsqa@wsqa.net

PO Box 609

Keyport, WA 98345

360-697-2444

800-517-8264

**NOTE DATE, TIME and
LOCATION**

**Tuesday,
March 6, 2007**

LOCATION:

Boys and Girls Clubs of
Benton-Franklin Counties
Main Campus
801 North 18th Avenue
(near Edgar Brown Stadium)
Pasco, Washington
509-543-9980
6:00- Check in/Networking
6:15 – Light Dinner
6:45 – Presentation/Tour

LIGHT DINNER MENU:

- TBD at present,
may include:
- Sandwich Fixings
(or something similar)
- Veggie Tray
- Chips
- Cookies/Dessert
- Water/Soft Drinks

Cost:

\$ 8 ASQ members
\$ 8 non-members
(same price for everyone)

For planning purposes, **reservations must be received by March 1.** 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, check our web site at www.asq614.org/.

Driving directions:

From Highway 395, take the 20th Avenue Exit into Pasco. Take 20th to Park (before you reach Sylvester), take a left onto Park, and it will take you straight to the Club.

**“Setting a Quality Example and
Providing a Guiding Hand for Local Youth”**



Site Visit
Boys and Girls Clubs
of Benton-Franklin Counties

Denzel Washington... Alex Rodriguez... Neil Diamond... Michael Jordan... Martin Sheen ... Jackie Joyner-Kersey ... Derek Jeter... What do all of these people, and millions more throughout America, have in common? They are all alumni of Boys & Girls Clubs of America. While many Club alumni have achieved particular distinction in fields such as entertainment, business, politics and sports, the average alumnus is not famous. Most have achieved success by getting an education, raising a family, serving their country, pursuing a career or supporting the community. Boys & Girls Clubs (B&GC) of Benton and Franklin Counties currently provide programming for over 3,000 youth in the Tri-Cities at ten locations. They provide comprehensive enrichment programs for youth, targeting the after-school hours of 2:30pm-7:00pm.

With a strong commitment to their mission objectives (which will be shared), B&GC strives to enable all young people, especially those who need it most, to gain the confidence and skills necessary to becoming healthy, productive citizens who can achieve their optimum potential.

Programs are offered in Five Core Areas: The Arts, Character and Leadership Development, Education and Career Development, Health and Life Skills and Sports, Fitness and Recreation.

It is the hope of B&GC to be an enriching extension of a youth's day - to encourage and excite youth to practice academic and social skills they have learned at school and also to reinforce the values and boundaries of their families – accomplishing these things in a safe and positive setting created by the well-trained and qualified staff. Join us on March 6 for a light dinner, followed by a presentation and tour. We will hear about the following and have an opportunity to tour the facility:

- Organization History/Overview
- Quality Business Practices
- Process & Programs in this and other “branch” facilities
- Challenges ... and Future Plans
- Questions & Answers

National Boys & Girls Club Week is March 25-31, 2007! Find out how you can share some of your talents and skills to make a positive difference in the lives of children in your community.

Performance Measures and Statistics Workshop

Instructor: Steven S Prevette

Steven_s_prevette@rl.gov

509-373-9371

Red Lion Inn, Richland Washington - March 27 and 28, 2007

\$250 per student



This workshop is designed to provide an introduction on use of data for management decision making. The complete life cycle of data, from the initial data collection, through analysis, interpretation, decision making, implementation and effectiveness review will be included. The workshop is intended for analysts and managers with minimal background in statistics.

Course Outline:

Dr. Deming's Red Bead Experiment. A hands-on experience with management and mismanagement of performance results. Data from the experiment will be plotted on control charts by the attendees.

How to choose performance measures and gather data. So many performance measure efforts fail because they never get to the point of actually deciding what data to collect. During the course of the two days, the group will brainstorm performance measures for several common organizations.

How to use performance measure results. Faulty use of performance measures, driving fear into the organization, is another reason performance measure efforts fail. Dr. Deming's System of Profound Knowledge and its importance to performance measures will be included.

Basic searches of Access and Excel files. This session will provide some handy tips for organizing your data electronically for performance measure plotting. This will be part of five hours of computer training NOTE: Students should bring a laptop computer if possible.

Statistical Process Control. How to analyze your performance measure data, and segregate signals from the random background noise. How to avoid inappropriate knee jerk reactions, and how to focus management attention on improvement. The attendees will make control charts from actual operational data.

Histograms and Pareto Charts. Once we have identified time periods of interest using Statistical Process Control, how to breakout your data and find "low hanging fruit."

Control Chart Based Dashboards. This topic will show how to take the control chart results, and organize them into a color coded dashboard for Executive Summary use by senior management.

The Life Cycle of a Trend. How all of the above items fit together into a continual improvement culture that will lead to financial, quality and safety successes.

About the Instructor:

MS Degree in Operations Research

ASQ Certified Quality Engineer since 1997

Author for the American Society for Quality *Quality Progress*, and the American Society of Safety Engineers *Professional Safety*.

Speaker at ASQ and ASSE national and local conferences

Seven years experience as MBA instructor for City University, Bellevue WA



Registration is required by March 20. For more information or to register for this workshop, contact Steven_s_prevette@rl.gov, or call 509-373-9371.

Sponsored by: The logo for Fluor, featuring the word 'FLUOR' in a bold, blue, sans-serif font inside a rectangular box.

ASQ SECTION 614 UPCOMING MEETINGS 2006 – 2007

Date	Speaker	Topic
Tuesday, March 6, 2007	SITE VISIT Boys & Girls Clubs of Benton-Franklin Counties (Pasco)	“Setting a Quality Example and Providing a Guiding Hand for Local Youth” Light Dinner followed by a presentation and tour
Tuesday April 3, 2007	Dennis Cresswell Tri-City Citizen and Entertainer	TBD - “Quality and Customer Satisfaction: The Story of the Citizen Newspapers”
Thursday May 10, 2007	Sheila Horn (Schweitzer Engineering Laboratory)	“Quality Focus = Quality Results” A Formula for Continuous Improvement & Success at Schweitzer Engineering Laboratories, Inc.
Tuesday June 5, 2007	Dennis Arter (The Audit Guy)	“Process Approach to Auditing”

If your company is interested in hosting a Site Visit or if you know someone who would be a good speaker for an upcoming section meeting (either this year or next year), please let us know.

If you would like to help with next year’s programs, please let us know – we are always more than willing to put volunteers to work!!

Contact: Jo Haberstok, Programs Chair (376-9685)

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 and Publicity	Steve Prevette	Audit	Dave Sandoz
Vice Chair and Programs	Jo Haberstok	Division Liaison, Web Team Lead, Section Historian, and Examining Certification/Recertification	Dennis Arter
Secretary	Howard Rew		
Newsletter Editor and Treasurer	Rich Higgins		Howard Rew

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.spokaneasq.org

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

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



QUALITY QUOTE

The only man who never makes mistakes is the man who never does anything. - Theodore Roosevelt

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).

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