



COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington
and Northeastern Oregon



Issue 08-01

January 2008

CHAIR'S CORNER

Steve Prevette
Fluor Hanford



Merry Christmas, Happy Holidays. I hope this holiday season is prosperous for all of you.

I hope the December party went well. I was on business travel with the Department of Energy to Amarillo Texas. It was rather interesting to eat at the "Big Texas" (they give away a 72 ounce steak IF you eat it within one hour). But I must admit I grew tired of steaks over the three days there. I was there for an Energy Facility Contractor's Group meeting of the Security working group. They are interested in developing performance measures, so I've been invited to help them out. They do seem to be accepting of a Statistical Process Control approach for the chart presentations.

Both Dennis Arter and myself will be giving presentations to the Institute of Internal Auditors Mid Columbia Chapter. I will be giving a half-day workshop on January 17 on random sampling and statistics related to sampling. Dennis will be speaking on Quality Auditing on January 31 for their monthly meeting. His speech, *Auditing for the Boss*, will cover the four fundamental rules of auditing and how they are applied to all audits and assessments: quality, operational, financial, security, etc. The lunch and technical session will be on January 31 at the Clarion (Tower) Inn in Richland. Contact Monica Chavez, IIA Program Chair, at 509.375.2907 for details and reservations. Please see the IIA webpage for more information on these topics. <http://www.theiia.org/chapters/index.cfm/home.page/cid/255>.

The Section 614 officers have agreed to purchase a \$550 Dell computer projector out of our funds. This will help presenters for dinner meetings as many potential speakers do not own projection equipment. Though we can get a conventional overhead projector from the hotel, renting a computer projector is not cost effective. The rates are such that if we did two or three rentals, we might as well have paid for a projector. I did want to toss this idea out to the general membership. If you do not think this a good use of funds, please let myself or any

officer know. We have plenty of money in the treasury, and this purchase should be of good use to the section. Dennis Arter has recommended the make and model that has been chosen, as he owns one and has been happy with it.

Final reminder (plea?) - the time for nominations for Section Officers for next year is upon us. If anyone is interested in being Section Chair, Vice Chair, Treasurer, or Secretary, please drop me an email or let any officer know, or let Dennis Arter (the "Auditguy") know. Dennis is our nominations chair. We will take nominations at the January ASQ meeting and publish the list of nominations in next newsletter. If there is only one nomination per position, we will take a voice vote affirming the election in February. If there is more than one nomination per position (which I would really like this to be the case), we will send out ballots in the February newsletter, to be counted at the March meeting.

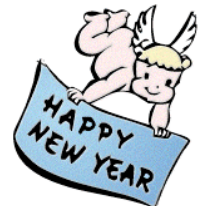
Happy Holidays and Happy New Year.

-Steve Prevette
509-544-9475
Prevette@owt.com

VICE CHAIR'S CORNER

Jo Haberstok
Fluor Hanford
Vice Chair, ASQ Section 614

Merry Christmas! ¡Feliz Navidad!
Fröhliche Weihnachten! So bring
me some figgy pudding already!



Okay, now that I've pretty much exhausted my limited repertoire of holiday greetings, so on to some section news this month.

Our December 12 joint meeting/party with the local chapters of the National Management Association (NMA) and Project Management Institute (PMI) was a really fun event. Thanks to all who participated, by attending, bidding on auction items, etc.

The evening began at 5 p.m. with the social hour and networking with everyone in attendance. There were several tables of Silent Auction items to look through and place bids on. Our section donated eight gift baskets for the auction, each containing a variety of items selected and creatively arranged by one of our members (☺), as well as a couple of other pre-packaged gift sets.

Proceeds from all of the auction items were donated by the three participating organizations to EPIC, which stands for Enterprise for Progress in the Community. EPIC offers a variety of programs for youth between the ages of 12 and 17--all with a single purpose: to give kids the skills and tools to become productive, healthy, happy adults. Program areas include mentoring, after school activities, runaway and emergency shelters, residential behavior treatment and therapeutic foster care. Their Youth Services facilities and programs are located in Yakima and the Tri-Cities and serve 1,000 youth and their families each year from throughout the Pacific Northwest. (As of the publication date of this newsletter, we had not yet received information from NMA about how much money was raised, but we will be sure to share that with you in a future communication)

There was also some great entertainment provided by local vocalist Curtis Nettles. We heard many well-known holiday songs and other old (and some newer) standards. From Nat King Cole standards ("Unforgettable") to Christmas favorites, Curtis was in fine vocal form.

Following some door prize drawings, business announcements, and introductions, we headed to the buffet line. I thought the best part of the dinner was the great selection of dessert items! But there was also salad and pork loin and mashed potatoes and veggies, and more.

Now it's 2008 – time sure does fly, doesn't it? I hope you will be able to join us on January 8 for our next dinner meeting, as I have been talking with our guest speaker, John Cornelison, recently, and he is very excited about sharing information about accident investigations (and quality considerations related to such activities). Happy New Year to Everyone!

-Jo Haberstock

EDITOR's RANT

Rich Higgins
CH2M HILL, Hanford Inc.

Group Think

I have been doing some reading recently on the subject of decision-

@&!



making and organizational behavior. Just thought I'd share a summary of a book written by Janis & Mann titled Decision making: A psychological analysis of conflict, choice, and commitment, New York Free Press.

Eight Main Symptoms of Group Think

1. **Illusion of Invulnerability:** Members ignore obvious danger, take extreme risk, and are overly optimistic.
2. **Collective Rationalization:** Members discredit and explain away warning contrary to group thinking.
3. **Illusion of Morality:** Members believe their decisions are morally correct, ignoring the ethical consequences of their decisions.
4. **Excessive Stereotyping:** The group constructs negative stereotypes of rivals outside the group.
5. **Pressure for Conformity:** Members pressure any in the group who express arguments against the group's stereotypes, illusions, or commitments, viewing such opposition as disloyalty.
6. **Self-Censorship:** Members withhold their dissenting views and counter-arguments.
7. **Illusion of Unanimity:** Members perceive falsely that everyone agrees with the group's decision; silence is seen as consent.
8. **Mindguards:** Some members appoint themselves to the role of protecting the group from adverse information that might threaten group complacency.

Avoiding Group Think

- The group should be made aware of the causes and consequences of group think.
- The leader should be neutral when assigning a decision-making task to a group, initially withholding all preferences and expectations. This practice will be especially effective if the leaders consistently encourages an atmosphere of open inquiry.
- The leader should give high priority to airing objections and doubts, and be accepting of criticism.
- Groups should always consider unpopular alternatives, assigning the role of devil's advocate to several strong members of the group.
- Sometimes it is useful to divide the group into two separate deliberative bodies as feasibilities are evaluated.
- Spend a sizable amount of time surveying all warning signals from rival group and organizations.
- After reaching a preliminary consensus on a decision, all residual doubts should be expressed and the matter reconsidered.
- Outside experts should be included in vital decision making.
- Tentative decisions should be discussed with trusted colleagues not in the decision-making group.
- The organization should routinely follow the administrative practice of establishing several independent decision-making groups to work on the same critical issue or policy.

-Rich Higgins



January 8, 2008 Meeting American Society for Quality Columbia Basin Section 614



Tuesday,
January 8, 2008

INTEGRATION OF QUALITY INTO ACCIDENT INVESTIGATIONS

LOCATION:

Shilo Inn
50 Comstock
Richland Washington



John D. Cornelison

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

Thousands of accidents occur throughout the United States every day. The failure of people, equipment, supplies, or surroundings to behave or react as expected causes most of them.

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.

Accident investigations determine how and why these failures occur. By using the information gained through an investigation, a similar or perhaps more disastrous accident may be prevented. It is important to conduct accident investigations with *prevention* in mind.

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.

An accident is any unplanned event that results in personal injury or in property damage. When the personal injury requires little or no treatment, it is minor. If it results in a fatality or in a permanent total, permanent partial, or temporary total (lost-time) disability, it is serious. Similarly, property damage may be minor or serious. All accidents should be investigated regardless of the extent of injury or damage.

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

Accidents are complex and require the use of system analysis tools to separate the accident information into usable grouping. The system tools analyze the information and provide output for use in accident reports. Facts or factual information are critical for the success of the investigation and analysis that lead to prevention of future undesired accidents. Integration of quality into the investigation and analysis processes help ensure a valid and traceable accident report.

Cost:

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

Join us January 8 to learn more about the system processes and identify the quality points that must be maintained for a valid accident report with credibility.

Reservations are requested by January 3. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

About the Speaker:

John Cornelison holds a Masters in Industrial Safety from the University of Idaho. He has more than 40 years of experience in the fields of Safety, Health and Environment. John is a past President of the Wyoming Chapter of ASSE and currently a member of the LCB ASSE Chapter Executive Board.

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

John's work experience includes 20-plus years in private industry, both US and foreign. This includes working at DOE facilities such as the NTS, INEL, Hanford, NPR, and SPRO. At INEL, John worked with the System Safety Development Center conducting two-week MORT Accident/Incident Investigation courses and certifying accident investigators. While supporting the Anchorage Alaska Chapter of ASSE, John developed and taught Accident Investigation courses at the University of Alaska at Anchorage.

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606): www.asq-seattle.org
Spokane Section (#619): www.spokaneasq.org
Southwest Washington – Vancouver Section (#627):
www.asgswwa.org
Portland Section (#607): www.asqpdx.com

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).

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.

2007-2008 SECTION 614 LEADERSHIP TEAM

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