



COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington
and Northeastern Oregon



Issue 08-02

February 2008

CHAIR'S CORNER

Steve Prevette
Fluor Hanford

Happy New Year. Your ASQ Section started off the year with a good meeting led by John Cornelison on investigation of incidents. Even though the weather was a bit frightful, we still had an excellent turnout. We will post a copy of John's presentation on the Section website (www.asq614.org).

SECTION OFFICER ELECTIONS

The nomination committee (Dennis Arter) received no nominations for officers prior to the January meeting. During the January meeting, the following Section members were nominated to be officers for next year:

Nominations for 2008-2009 Officers

Section Chair	Rich Higgins
Vice Chair	Alvin Langstaff
Treasurer	Howard Rew
Secretary	Steve Prevette

I am pleased, after five years, to turn over the reins to a new Chair. This should be a very smooth transition, and I intend to continue on the leadership team next year as the Secretary. I am even more pleased to see a new member, Alvin, come forward to be an officer. Jo is going to take a break, and she has had one of the tougher jobs over the past several years arranging for dinner meetings. Oh – one condition Rich had in taking Chair was that I take the Newsletter. I will enjoy getting back into writing the Newsletter. More about this later as we head to the end of the ASQ year (July 1).

Nominations may still be made (contact Dennis Arter). We will also open the floor again for nominations at the February dinner meeting. If no additional nominations are received, we will take a voice vote of the members present at the February meeting, and go forward with this slate of officers for next year.

I do hope that some year we will have enough folks volunteering with the Section that we may actually have a contested election. I should let you all know that the election for the Region Six Director for 2008-2009 is a contested election, there are three nominees for the position. The current Section officers have reviewed the statements of the candidates, and have cast the vote for the Section.

I hope you will join us at the next dinner meeting. It looks to be an interesting topic, plus the speaker is the current Region Six Director, so you may find out all the things about ASQ you always wanted to know.

-Steve Prevette
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VICE CHAIR'S CORNER

Jo Haberstok
Fluor Hanford
Vice Chair, ASQ Section 614

Again, Happy New Year to everyone!

This month, I want to share with you about some really good customer service I recently experienced. My girlfriend, Kathy, and I seem to have difficulty juggling both our schedules at times in order to get together to celebrate holidays such as birthdays and Christmas. Thus, we are often way after the fact when we finally manage to meet up somewhere for breakfast, lunch or dinner and "catch-up" time together.



So it was that a recent Saturday morning (yes, in January) found us making plans to meet at a well-known restaurant in Pasco for breakfast and a gift exchange. As an aside, that's one of the fun things about our delayed meetings – getting gifts in mid-January!

I arrived at the restaurant first. The cashier was helping a customer. Another team member almost immediately noticed that I was there and came over and offered to seat me. I told him my friend would be there shortly and warned him that we might get a little noisy with our chatter (and gifts!). He was very cordial, and took me to an area where no other customers were seated, asked if we would prefer a booth or table, and then brought me a cup of coffee and the menus. About a minute later he returned along with another team member and told me that she would be our server that morning. She had already apparently been told about our plans, as she made a friendly comment about "how nice" it must be to be celebrating the holiday again in January.

Kathy was running a little late. I had an opportunity to look through the many breakfast offerings, considering a number of possible choices. The server (unfortunately I cannot recall her name at the moment) came by and asked if I wanted more coffee or some juice as I was waiting.

Shortly after Kathy arrived and got settled into the booth, our server appeared again. She told us about an all-you-can-eat special and other specials of the day, and when I mentioned an omelet I thought sounded interesting, she told me it was one of her favorites. After getting us more coffee, we were introduced to a "new" server, as the first one was about to end her work shift. The new person was equally cordial and checked on us several times during our meal, asking about the quality of the food, etc.

I asked for a carryout box so I could take some leftover pancakes home with me. Our server brought not only a box, but also napkins, plastic cutlery, and packages of butter and syrup, saying "I thought you might be heading to work with this, so I wanted to be sure you would have everything you'd need." Talk about GREAT SERVICE! And, yes, we tipped accordingly.

Until next month ... happy eating!

-Jo Haberstk

EDITOR's RANT

Rich Higgins
CH2M HILL, Hanford Inc.

I hope to see you at tomorrow's meeting. I apologize for not getting this newsletter out in time to post the meeting announcement. This time, my normal procrastination was compounded by a rare combination of laziness, the flu, too many hours at work,



family crises, and oh yeah, the dog ate the newsletter. Let's see. I think that covers it. Oh wait, yeah, my Dad called and talked way too long, and then yesterday the Pats lost, and I was depressed for several years after that. Yup. That's it. Not my fault. Oh, and it snowed, and my car got stuck in the median for about 3 hours. And... yes, that's all. No, wait, I had to take my wife to Seattle for haircut and some shopping because her girlfriend bailed out on her. That's all. Like I said, it was totally out of my hands.

My New Year's resolution, which is effective on February 5, 2008, is to stop procrastinating! So far, I am doing quite well, thank you.

The next newsletter will be published on time. Absolutely no later than the 23rd of February.

I do apologize for my tardiness. In all honesty, I make no excuses. Totally my fault. I trust that Steve will do a much better job next year with this, and hope to be able to live up to the example that he set as the Section's Chair for the last several years.

On another note, beware of suspect/counterfeit parts from developing countries. Take a look at this photo of a pressure vessel that recently failed while under hydro test during post fabrication testing.



This vessel was manufactured by Nanjing Yuchuang Co. in China and the plate was of Chinese origin. Unfortunately, this is another example of serious equipment/material failures with equipment being sourced out of the rapidly developing economies such as China, Eastern Bloc and others. These examples are becoming almost a weekly occurrence now and are exhibiting failure modes not seen in the manufacturing economies since the 1930's.

We need to ensure vigilance in the acceptance of manufacturers and stress the need to know from where the base materials are sourced.

According to a good source, this pressure vessel had reached fifty percent of the required test pressure when the shell ruptured. Although a metallurgical failure report is not available, a number of observations were made regarding the quality of the material and the welding (undercuts and visible arc strikes).

It is unlikely that this vessel conforms to any Pressure Vessel code, let alone be ready for a hydro.

As others have said in relation to this particular failure example, there would be more than the one contributing factor ("The Material") associated with this failure.

-Rich Higgins

ASQ HOSTS 23RD INTERNATIONAL TEAM EXCELLENCE AWARD SHOWCASE

Global Businesses Go Head-To-Head for the Gold

Milwaukee, Wis., January 22, 2008—Benjamin Franklin's famous quote, "Remember that time is money," has special meaning for 31 business teams from around the world participating in the 23rd Annual International Team Excellence Awards Competition hosted by the American Society for Quality (ASQ).

Teams from a broad spectrum of industries are vying for the coveted ASQ Gold, Silver and Bronze Awards which showcase companies that shine in creating innovative solutions and organizational cost-savings.

The live presentations take place May 5-7, 2008 at ASQ's annual World Conference on Quality and Improvement at the George R. Brown Convention Center, Houston, Texas. Conference attendees can observe team project presentations using quality tools and their creativity to demonstrate valuable business insights. Winners will be recognized during an awards ceremony on Wednesday, May 7, and will serve as benchmarks of organizational excellence in all industries for years to come.

Since 1985, more than 830 teams from Canada, China, Costa Rica, Colombia, India, Japan, Mexico, South Korea, Singapore and the United States have participated in this outstanding process. Well-known companies such as Alcoa, Baxter Healthcare, Bayer,

Boeing, CSX, Fidelity, and Genentech have showcased proven results with long-term implications, resulting in cost-savings of millions of dollars. In 2007, individual team finalist savings resulted in more than \$150 million for their organizations.

The following finalists will participate in the 2008 International Team Excellence Awards:

- *Alcoa, Newburgh, Indiana*
- *Baxter Productos Medicos Ltda., Costa Rica*
- *Bayer MaterialScience LLC (2 teams), Pittsburgh, Pennsylvania*
- *Boeing C17 Program (4 teams), Long Beach, California*
- *City of Miami Beach, Florida*
- *CSX, Jacksonville, Florida*
- *Delphi Electronics & Safety, Kokomo, Indiana*
- *DENSO Manufacturing Tennessee, Inc., Maryville, Tennessee*
- *Healthways, Nashville, Tennessee*
- *Housing & Development Board (3 teams), Singapore*
- *Kaiser Permanente (2 teams), Denver, Colorado*
- *MEDRAD, Inc., Pittsburgh, Pennsylvania*
- *New Breed Logistics, Inc., Swedesboro, New Jersey*
- *R.L. Polk & Co., Southfield, Michigan*
- *Sanden International (2 teams), Wylie, Texas*
- *Sterlite Industries India Limited (3 teams), India*
- *DOE/Stoller, Grand Junction, Colorado*
- *Tobyhanna Army Depot, Tobyhanna, Pennsylvania*
- *U.S. Naval Ship Repair Facility and Japan Regional Maintenance Center (2 teams from Japan)*
- *Naval Surface Warfare Center, Port Hueneme, California*

Interviews with finalists are available upon request. The following is a schedule of times and locations for the judging sessions at the George R. Brown Convention Center, Houston, Texas.

Monday, May 5 – 10:30 a.m. – 5 p.m.

Tuesday, May 6 – 9:30 a.m. – 4:30 p.m.

Wednesday, May 7 – 10:45 a.m. – Noon Award Presentation/Conference Closing Session

The American Society for Quality, www.asq.org, has been the world's leading authority on quality for more than 60 years. With more than 93,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results, and to create

better workplaces and communities worldwide. As champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers, encouraging all to Make Good Great®. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

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).

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

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!