



# COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington  
and Northeastern Oregon



Issue 08-01

March 2008

## CHAIR'S CORNER

Steve Prevette  
Fluor Hanford

### ELECTION RESULTS ARE IN!

Although I wish I could say that about the presidential election (8 more months of campaigning), I can say that the Section 614 Elections for 2008-2009 officers were completed at the February dinner meeting.

There were no further nominations submitted since the last newsletter, so a voice vote of the membership was taking, who affirmed the existing nominations as the slate of officers for next year.

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

Many thanks are in order. Alvin is our "rookie of the year", volunteering to be an officer after being a section member for only a year. I think Alvin will have a lot of fun in that role. Jo Haberstock has been a great Vice Chair and Programs Chair, and she and Robert Boykin have been putting together some great programs. Hopefully all three will continue to work towards another great year for 2008 and 2009 dinner meetings and site visits. Howard picks up the reins of his favorite (at least I hope it is his favorite) job, treasurer. And Rich Higgins steps forward to be chair. I'd like to thank the incoming and outgoing officers for their service. I believe we really have turned things around for the Section and the Section members in the past five years. Membership has stabilized in the 90's and our treasury has stabilized around \$10,000.

There are many more things that could be done. All it takes is someone willing to do and to lead. And you don't need to live in the Tri Cities to become more involved in the section. We can do a site visit to your town! You could write articles for the newsletter! Many other opportunities that I haven't even thought of while writing this are available.

Only three more chair's corners to write! But who's counting? I'll write a few reflections on the past five years in ASQ, and with the Section in the coming months. Then I'll settle into writing the rest of the newsletter, and let Rich open the newsletter.

Our Region Director, Tim Koester, was the speaker at the February meeting. I believe he did a fine job. Some of the principles for hazard controls in food safety are easily applicable to other industries. Much appeared to be applicable even to Hanford nuclear safety. Tim has also held two conference calls for the Section Chairs this year, and I'm hoping that cooperation with other sections on the West Coast will pay off for us.

We will have a Section Planning meeting on February 28, 5:30 PM at the Shilo Inn. All section members are free to attend. We do provide free drinks and munchies as part of the "planning". The Section Officers will start the turnover process for next year, and planning for next year will commence.

Finally, there is the annual survey of ASQ membership. Those of you who have opted in for all ASQ emails should have received an email inviting you to take the survey. You may make your opinions known about this Section, and also your primary Division. If you did not receive an announcement, and would like to participate in the survey about your Section and ASQ (and I know you all want to participate), drop me an email at [Prevette@owt.com](mailto:Prevette@owt.com) and I will forward to you the URL address for taking the survey. If we get it in time, we will list the URL here in the newsletter. The survey will be available until February 29.

**-Steve Prevette**  
509-544-9475  
[Prevette@owt.com](mailto:Prevette@owt.com)

*"No one goes there any more. It's too crowded." – Yogi Berra*

## VICE CHAIR'S CORNER

**Jo Haberstok**

Fluor Hanford

Vice Chair, ASQ Section 614

### ***Politics, politics, politics!!***

It seems like we are surrounded, every where we turn these days ... in the newspapers, on the television and internet, and even here in our own section newsletter! I just have to smile at it all ... better to smile than cry, right? And I will say that I am very pleased about our section elections and new officers and roles for the coming year.

Steve is very good at complimenting everyone else's efforts. To Steve, "Back at ya!" As most of you know, Steve has been our section's Chair for several years, and he has really done a great job. Not only has he continued to willingly serve as an officer (joke though he may about "allowing" his arm to be twisted, I think we all know he is pretty fond of ASQ and our section), he also actively promotes our section through the 2-day workshops he presents and his involvement with national ASQ activities (discussion board moderator, presenter at conferences, etc.). The workshops even bring in additional funds to our treasury.

I have known and worked with Steve for many years, mostly through my involvements with ASQ and also in my previous roles with the Association for Quality and Participation (AQP), before that organization's merger into ASQ several years ago. And the truth is that Steve and I have not always agreed on everything over the years. Okay, so that's kind of putting it mildly. But that's a whole other column (and one I probably will never actually write.) But, hey, it's always good to keep people guessing a little, right?

Upon reflection, I think the fact that Steve and I have been serving well together as Chair and Co-Chair of the section for a couple years is a testament to quality, commitment, and communications. All great things!

Now, a little advertisement and promotion of our March 11 speaker – Lois Quinn. I first met Lois, who resides in the Spokane area, when she came to the Tri-Cities as part of a team providing training for the Washington State Quality Award (WSQA), which was quite a few years ago. I was a "trainee," having applied to be an examiner for the WSQA. Lois is an excellent trainer and facilitator. (And, yes, I "passed" and served as an examiner for two or three years). After that, we kept in touch through our involvement with AQP and as we got to know each other, we found we were both pretty passionate about quality and teamwork, and we became friends. I invited Lois to come and speak at some

chapter meetings, and I traveled to Spokane a couple of times to participate in her chapter's meetings/workshops. We also met up at national AQP conferences, and have served on judging teams for the (then AQP, now ASQ) Team Excellence Awards program.

Lois has been an independent consultant since 2004 and has many years of process improvement experience. Her company, Rapid Operational Improvement, supports the integration of Lean Management to improve business processes through both training and application of the Lean tools. At our March 11 meeting, she will present an introduction of the Lean Production System and provide some simple-to-use tools.

I hope you will be able to join us!

**-Jo Haberstok**

## EDITOR'S RANT

**Rich Higgins**

CH2M HILL, Hanford Inc.

\*@&\*!



I have to say "ditto" to everything Jo said about Steve's performance as the Section 614 Chair for the last several years. It has truly been something to behold. His quiet demeanor, gentle assertiveness, strongly held beliefs in Deming's approach to Quality, and a passion for making the Section successful, combined to make him the right person to lead the group. I am sorry to see him step down, but look forward to working with him for many years to come. Thanks, Steve, for everything you did for the Section. We sincerely appreciate your efforts.

On another subject, I recently facilitated a strategic planning meeting for my team at work. It was quite an eye opener, and got me to thinking about the strategy development tool known as SWOT, which is the acronym for Strengths, Weaknesses, Opportunities and Threats. Not only can this simple tool be used to develop organizational improvement plans, but it can be used as a personal improvement plan as well.

We all have a vision of where we want to be in our lives 5 years from now. The vision may not be clearly stated, but we certainly have a least a vague idea of what it looks like. SWOT is one approach that can be used to help us achieve that vision.

The first step is to describe an achievable vision and a reasonable completion date, and then put SWOT to work.

Next, spend some quality time on defining the strengths you have at your disposal that can help you achieve the vision. Strengths may include any or all of the following:

- Abilities, skills and knowledge
- Friends and family
- Networks of like professionals
- Money and other physical assets
- Experience
- Certifications
- Education

Then, make an equally critical listing of the weaknesses that you need to strengthen or overcome in order to turn them into strengths. Weaknesses include anything over which you have control, and could move to the Strength column. Weaknesses might include:

- Poor spending/saving habits
- Smoking or overeating
- Lack of knowledge or needed skills
- Inadequate time management

Don't worry, no one needs to read your lists but you. Be honest, be cruelly honest.

The next step is to list the available opportunities you have at your disposal to leverage your strengths in order to turn your weaknesses into strengths. Opportunities may include such things as:

- Company-sponsored education reimbursement program
- Participation in professional societies (like Section 614)
- Workshops, seminars, conferences
- Professional certification programs
- Company matching 401K funds

Now, list the threats that are lurking in the bushes, which are speed bumps on the road to achieving your vision. Threats are things over which you have little or no control, they just are. You cannot eliminate them. On the other hand, you can take advantage of your strengths and opportunities to avoid or mitigate them. Threats include things like:

- Lack of family support
- The weather

- The performance of your 401K portfolio
- Competitors

Now you have what you need to be successful. Make an action plan of concrete you will take towards achieving your vision. Pick a skill and a corresponding opportunity that you can combine to eliminate a weakness, or turn a weakness into a strength. Likewise, develop actions that can help you avoid or mitigate the threats. Keep working on your plan and revise your lists as necessary, until you have a roadmap that gets you to your vision.

Without a vision and a plan, you know where you will be 5 years from now – wherever it is that the winds blow you, and 5 years older. As the old adage states' "If you don't know where you're headed, any road will take you there."

**-Rich Higgins**

## **SERVICE QUALITY CONFERENCE CALL FOR PAPERS**

The ASQ Service Quality Division is seeking proposals for concurrent session presentations and tutorials for their 17th Annual Service Quality Conference taking place September 15-16 in Orlando. If you have a success story, case study, or new technique in the field of service quality we want to hear from you. The theme for this year's conference is Service Quality - The Emerging Body of Knowledge. Submissions are due February 29. For more information visit the [conference Web site \(http://www.asq.org/conferences/service-quality/call-for-papers/index.html\)](http://www.asq.org/conferences/service-quality/call-for-papers/index.html).

## **ASQ MEMBERS QUALIFY FOR DISCOUNTS**

Did you know that ASQ members receive exclusive discounts and services on insurance plans, computers and business services, travel, and more? Visit the [membership benefits](#) section of the ASQ Web site for more information.

Tuesday,  
March 11, 2008

## “Lean Management 101”

**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.

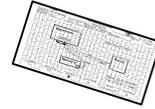
And don’t forget to save some room for dessert!

### Cost:

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

Reservations are requested by March 5. Send an email to [prevette@owt.com](mailto: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/](http://www.asq614.org/).



**Lois Quinn**

**Rapid Operational Improvement**

*“Teach them to fish.”*

Lean is not just a manufacturing activity! More and more organizations are realizing the benefits of the lean principles. Lean is equally effective in offices (banking, investment, etc), healthcare and education. An organization needs to prepare their workers at all levels, arm them with the tools needed for change - including the lean tools - to create an organization that is able to make the right changes at the right time, to improve their business processes and to compete.

The general Lean concepts can be understood quickly by every person, and many of the Lean tools can be used in a minimal amount of time. It is only with understanding and practice that Lean is truly effective in creating a lean production system but fortunately every organization has many learning opportunities to support their proficiency of the Lean tools and an understanding of Lean management.

Presenter Lois Quinn will present an overview of the Lean Production System, and send you back to your workplace with simple-to-use tools to begin your Lean Journey. What you will gain:

- Learn to identify the 7 major wastes in any work
- Participate in the Star Exercise and learn to complete two tools that you can take back to work and use immediately.
- Questions and answers for how Lean supports every occupation and industry.

### About the Presenter:

*Lois believes that a consultant cannot make your company Lean. It is only through understanding and application that you can sustain the improvements. Lois’s company teaches businesses “to fish” for themselves. Her company supports the integration of Lean Management to improve business processes through both training and application of the Lean tools. Lois Quinn has been an independent consultant since 2004 and has 18 years of process improvement experience.*

*Lois has a wide variety of experience in supporting her clients, which include government, healthcare, education, manufacturing, steel foundries, aerospace, food manufacturing, finance, and electronics. Lois earned her Masters Degree from Gonzaga University, and was an AVP for a large financial corporation where she combined the strengths of Internal Audit, Quality Control and the Lean internal consulting group. As well as having both business and consulting experience, Lois has taught Lean Management and general management courses in several Spokane area colleges. She helped to create the Washington State Quality Award, has served on the WSQA Board of Directors, and is an Army Veteran.*

## WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606): [www.asq-seattle.org](http://www.asq-seattle.org)  
Spokane Section (#619): [www.spokaneasq.org](http://www.spokaneasq.org)  
Southwest Washington – Vancouver Section (#627):  
[www.asqswwa.org](http://www.asqswwa.org)  
Portland Section (#607): [www.asqpdx.com](http://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 22<sup>nd</sup> of the month.  
Publication/Editorial Staff: Rich Higgins  
([Rich.Higgins@charter.net](mailto: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

<b>Section Chair and Publicity</b>	Steve Prevette	<b>Audit</b>	Clark Beus
<b>Vice Chair and Programs</b>	Jo Haberstok	<b>Division Liaison, Web Team Lead, Section Historian, and Examining</b>	Dennis Arter
<b>Secretary</b>	Howard Rew		
<b>Newsletter Editor and Treasurer</b>	Rich Higgins	<b>Certification/Recertificati on</b>	Howard Rew

You can find out more about Section 614, including contact information for Leadership Team members, on our website at [www.asq614.org](http://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!