



## COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington  
and Northeastern Oregon



Issue 08-12

December 2008

### CHAIR'S CORNER

#### Alvin Langstaff

November was a very good month to be a participating ASQ member. At the November dinner meeting Dr. Jean Lane, Richland School District superintendent, gave an excellent presentation on the district's journey toward a Washington State Quality Award (WSQA). Dr. Lane discussed the philosophy of performance excellence and highlighted some of the initiatives, including a comprehensive strategic plan, which the district has undertaken to qualify for the award. The WSQA is not an easy award to obtain. It requires a rigorous application of the Baldrige criteria to achieve organizational improvement. It is not my intention to describe either the school district's efforts or the WSQA in detail here but rather to offer a couple of observations that I found particularly important. The first is that even though the school district was collecting data on many aspects of the educational processes, the data were not being evaluated collectively to look for correlations or connections. How many of our own organizations continually collect data without ever taking the time to examine the results and look for connections between one part of the organization and another? Another point is that we often tend to plow ahead with programs and policies without ever stopping to ensure that we are addressing our customers' needs or requirements. In their pursuit of the organizational excellence, Richland School District is paying attention to both of these factors. (As a side note, our own Steve Prevette has agreed to assist in examining some of the districts safety related data.) Finally, Dr. Lane asked if our ASQ section would consider performing an independent assessment of their program. Because we have many certified quality professionals in our membership, I believe that such an activity would be beneficial, not only to the school district, but also as a way to demonstrate section 614 commitment to the community and the practice of quality improvement. Therefore I would appreciate readers contacting anyone on the leadership team to express an interest in participating.

Also in November Tim Koester, the director of our ASQ region 6, delivered a very informative training session

covering topics such as what membership in ASQ means, resources available for members, and orientation for those who might be interested in becoming leaders now or in the future. One interesting statistic that Tim shared is that referrals account for 45% of all new members. So if you have someone in your organization or circle of acquaintances who is interested in knowing more about ASQ, go ahead and invite them to a meeting or event. You could be part of the "Each One Reach One" campaign that ASQ is currently underway.

Remember, our next meeting is a combined gathering with the Mid Columbia Leadership Development Association and Energy Northwest NMA chapter at the Red Lion in Richland on December 10. Should be a really nice event. Hope to see you there. Have a great Thanksgiving.  
Alvin Langstaff

### ASQ NEWS

#### Become a Certified Expert in Your Field

*Save \$15 on the Certification Preparation Question Bank When You Apply for the March 7, 2009 CMQ/OE Exam by January 16, 2009*

Certification from ASQ is considered a mark of excellence across most industries and is an essential title for leading industry managers. Being a CMQ/OE does more than just add a prestigious achievement to your resume; it broadens your management skill set to enable you to manage more effectively. This certification has a powerful impact on your career growth and is an investment in your future and your employer's future. Enhance your professional credentials. Build your resume. Become a key player at your company. Your ticket to success is this certification program. **If you apply for the March 7, 2009 CMQ/OE Exam by January 16, 2009, you'll save \$15 on the Certification Preparation Question Bank.**

For more information about becoming a CMQ/OE, visit <http://www.asq.org/promotional/cert-prep-cmqoe>.

\*Note: Please use this priority code to receive your discount: **SVJCB68**



**December 10, 2008 Meeting**  
**American Society for Quality**  
**Columbia Basin Section 614**



**NOTE THE DAY/DATE  
& PLACE!**

**Wednesday,  
December 10, 2008**

**LOCATION:**

**Red Lion Hanford House**  
802 George Washington Way  
Richland, Washington  
**5:00 p.m.** - Check in/Silent  
Auction with no-host cocktail  
service

**6:30 p.m.** – Buffet Dinner

**7:30 p.m.** – More fun, including  
live auction and table gift  
exchange

**DINNER BUFFET MENU:**

- Mustard crusted pork loin  
with apple and hazelnut  
dressing
- Sliced Sirloin
- Fresh seasonal vegetables
- Salads
- Rolls/Butter
- Assorted Desserts

**Cost:**

\$ 20 ASQ members

\$ 25 non-members / guests

(Note: there is no charge for  
members of MCLDA/NMA;  
please indicate at time of  
reservation)

NOTE: Costs are a bit more at the  
Red Lion in Richland, and our  
section is being charged \$25 per  
dinner. In the holiday spirit, our  
section is picking up the tab on a  
portion (\$5) of these costs for **ASQ  
members.**

Reservations are requested by  
December 2. E-mail  
[panda\\_2@charter.net](mailto:panda_2@charter.net) with your  
name, phone number, company  
affiliation, and type of reservation, or  
call Alvin at 371-2221.

NOTE: All no shows will be billed  
unless canceled 48 hours in advance.

## Holiday Social Event

*joint meeting with other local organizations  
at the Red Lion Hanford House-in Richland*

**Mid-Columbia Leadership Development**

**Association NMA Chapter 395**

**Energy Northwest NMA Chapter 902**

**Entertainment ... Dinner ...**

**Silent & Live Auctions ... Gift Exchange**

You and your spouse or special friend are cordially invited to join us December 10 for a lively holiday get-together at the Red Lion Hanford House. Hosted/sponsored by NMA chapter 395, the evening will begin at 5 pm with an opportunity to network and meet new people or renew past acquaintances with our own ASQ members as well as members of MCLDA NMA Chapter 395, Energy Northwest NMA Chapter 902, and others. Special entertainment will be provided for your listening pleasure during the social hour as you browse through the many items available and place your bids on gift baskets, gift certificates, and more at the Silent Auction.\* There may even be a Santa Sighting, and for a small donation, he and the Mrs. will pose for a picture with you.

This is a great opportunity to shop for your friends, co-workers, and family members. Proceeds from the auction fundraisers will go to a local charitable organization.

The buffet line for dinner will open at 6:30 p.m. Following dinner, there will be more entertainment and “live” auction of some of the larger donated items. There will also be a Gift Exchange at each table: Everyone attending is asked to please bring a wrapped gift to exchange (\$10-20 price range). Mark your calendar now (and make your reservations soon) for what is sure to be a very enjoyable evening!

\* NOTE: The auctions are a fun way to raise money for a worthwhile cause. Proceeds from all items donated by our ASQ members/friends and purchased at the auction, will be donated along with monies raised by the NMA chapters to a local charitable organization. If you have connections with any local businesses and are able to obtain some donations for the auction or if you have some new items of your own to donate, please contact one of our ASQ section officers by November 25, so all items can be included on the bid sheets.

## ASQ SECTION LEADER TRAINING

Below are the attendees from the Section Leader training held in November, led by Tim Koester, our Region 6 Director. From left to right: Dennis Arter, Lisa Allenbach, Tim Koester, Deborah Coffey, Alvin Langstaff, and Kitty Gandee. The photo was taken by your editor (Steve Prevet), so he is not in the picture.



## ASQ CERTIFICATION AND RECERTIFICATION

By Cert/Recert Chair Steve Prevet

Your Section does offer Certification Exams and Recertification verification. We have a number of certified members in the Section who may proctor Certification Exams and we strive to find an exam location near you within the Section boundaries.

You may find the upcoming exam dates and exam offerings at <http://www.asq.org/certification/dates.html>. You may apply for an exam at <http://www.asq.org/certification/apply.html>. When you apply, you are able to specify that you are a member of Section 614. When you specify Section 614, that lets the ASQ Headquarters personnel know to send me a notification that you will be taking the exam. I will then arrange for a proctor and a location and let you know where to meet the proctor on exam day.

Many certifications require you to complete "recertification" at three year intervals. This consists of recording your professional activities during the preceding three years, and accumulating 18 points of activities on your paperwork. You may then either send all of your materials to ASQ HQ, or you may contact me and I will meet with you to verify and signoff your checklist. Then you only have to send the one page application to ASQ HQ rather than paying postage to send all of the accompanying proof of activities.

## VICE CHAIR'S CORNER

by Jo Haberstk



Our November presentation by Richland School District Superintendent Jean Lane was, in my opinion, one of the most interesting - and educational - talks we've had at one of our dinner meetings. Dr. Lane's enthusiasm for the past accomplishments of the district was obvious, as she shared with us their experiences with the Washington State Quality Award (WSQA) program and their plans for continuous improvements in the future. She talked about how their WSQA applications and the feedback received helped her and the district's administrators and teachers to learn about the Baldrige concepts and then to apply quality tools and techniques in developing future strategies.

I encourage all of you to make reservations for and participate in our December 10 joint holiday meeting, which will be held at the Red Lion Hanford House in Richland. This should be a really fun event, which is being hosted by the Mid-Columbia Leadership Development Association (MCDLA)/National Management Association (NMA) Chapter 395, and will also include members of at least one other local NMA chapter as well. This is a great opportunity to meet and network with others, to enjoy some holiday music/entertainment, a substantial buffet dinner, and to contribute to a local charitable organization through donations to - and bidding on - both silent and live auction items. If you have an item you would like to donate for the auction, be sure to contact one of our section officers as soon as possible, so we can let the MCDLA folks know and get it added to the list. This year there will also be a special gift exchange at each of the dinner tables; if you would like to participate in this, be sure to bring along a new, wrapped gift (with a value of \$10-20).

I wish you all a very Happy Thanksgiving, and will close by sharing something a friend recently sent to me. Hope to see you all at our December 10 meeting!

**Jo Haberstk**

EnRep, Inc.  
Vice Chair, ASQ Section 614

-----

Further contributions from Jo on the next page -ed.

*A game warden was driving down the road when he came upon a young boy carrying a wild turkey under his arm. He stopped and asked the boy, 'Where did you get that turkey?'*

*The boy replied, 'What turkey?'*

*The game warden said, 'That turkey you're carrying under your arm.'*

*The boy looked down and said, 'Well, lookee there, a turkey done roosted under my arm!'*

*The game warden said, 'Now look, you know turkey season is closed, so whatever you do to that turkey, I'm going to do to you. If you break his leg, I'm going to break your leg. If you break his wing, I'll break your arm. Whatever you do to him, I'll do to you. So, what are you planning to do with him?'*

*The little boy said, 'I think I'll just kiss his behind and let him go!'*

May your stuffing be tasty,  
May your turkey be plump,  
May your potatoes and gravy  
Have never a lump.  
May your yams be delicious  
And your pies take the prize,  
And may your Thanksgiving dinner  
Stay off your thighs!

## **SECTION MEMBERSHIP**

As of November 2, 2008 we have 82 members in our Section. Our newest members are:

Ms. Bonna J. Cannon  
Laura I. Suddath, Lapwai ID

Welcome to the section. As a new member, you are entitled to attend one of the ASQ 614 meetings or events this 2008-09 year for free. We hope to see you soon!

## **SECTION 614 2008-2009 MEETING SCHEDULE**

### **December 10, 2008**

Combined ASQ/NMA Dinner Meeting  
Richland Red Lion

### **January 6, 2009**

Dennis Arter  
Auditing Topic  
Shilo Inn

### **February 3, 2009**

Steve Prevetie  
"The Red Bead Experiment"  
Shilo Inn

### **March 3, 2009**

TBD

April – Site Visit – Location and date TBD

May 5 – TBD

June 2 – TBD

## **EDITOR'S NOTES**

Steve Prevetie  
Fluor Government Group  
ASQ CQE

I hope everyone has a happy holiday season.

I have found a lot of interest of late in my statistical work, following Dr. Deming's principles. As noted by Alvin, I've volunteered to help the Richland School District make sense of its employee injury data. I'll be working with the district to better organize the data, automate data retrievals, and, of course, working to make Statistical Process Control charts from their data in order to understand their injuries. Do they come from a stable process, or are there changing conditions that we can be on the lookout for? Hopefully we can have some of the School District folks attend the Red Bead Experiment, currently slated for the February meeting.

I did spend the week of November 17 at the Department of Energy Savannah River plant. Savannah River Nuclear Solutions is committed to implement statistical process control trending of their data. The site had primarily used moving averages in the past, but now I will be helping with the transformation to a new (old) way of statistical thinking.

In addition to this work, Fluor has hooked me up with ELR Consulting in order to provide service to non-Hanford companies. And after five years of ghost-writing presentations for the "Waste Management" annual conferences, I will be attending this year's conference in Phoenix AZ with the topic of implementation of Statistical Process Control at two Department of Energy sites.

- Steve



**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 – [www.asqswwa.org](http://www.asqswwa.org)
- Vancouver Section (#627) [www.asqpdx.com](http://www.asqpdx.com)
- Portland Section (#607) [www.asqpdx.com](http://www.asqpdx.com)

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.

**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.*

**PUBLICATION INFORMATION**



Published by BH&BF Press  
[prevette@charter.net](mailto:prevette@charter.net)  
<http://webpages.charter.net/prevette>

**2008-2009 SECTION 614 LEADERSHIP TEAM**

<b>Section Chair and Publicity</b>	Alvin Langstaff	<b>Audit</b>	Clark Beus
<b>Vice Chair and Programs</b>	Jo Haberstock	<b>Division Liaison, Web Team Lead, Section Historian, and Examining</b>	Dennis Arter
<b>Treasurer</b>	Howard Rew		
<b>Newsletter Editor and Secretary</b>	Steve Prevette	<b>Certification/Recertification</b>	Steve Prevette

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!

