



## CHAIR'S CORNER

### Alvin Langstaff

Welcome to the new year. Time can go by pretty fast if you aren't watching it. At the January meeting we had an excellent talk by Dennis Arter on Integrated Internal Auditing. Dennis underscored the fact that in order to get an accurate picture of how our systems are operating, we need to understand that our processes are usually there to control and reduce risk. By auditing with this thought in mind, it is easier to connect seemingly unrelated events to common underlying causes. The result is more useful audits that help pinpoint organizational strengths or weaknesses. These and other salient points are covered in the slides of Dennis' presentation which are posted on the ASQ614 website. I encourage you to take a look at them.

We opened the floor for nominations of next year's officers for Section 614 at the January meeting and I'm please to report that two individuals who have not held office before have expressed interest in becoming part of the leadership team. We will finalize nominations in February and either affirm the slate if there is only one nomination per office, or set up to hold an election if there are multiple nominations. The February meeting, in addition to being important for selection of next year's officers, will also feature the Red Bead Experiment conducted by Steve Prevette. If you've never participated in the red bead experiment (or even if you have) I think you will find it quite enjoyable and informative. Hope to see many of you there.

Alvin Langstaff

### NOMINATIONS FOR SECTION 614 OFFICERS

Nominations for Officers for the 2009-2010 ASQ year are open. You may volunteer, or nominate someone else, to be Section Chair, Vice Chair, Secretary, or Treasurer.

You may provide you nomination to any Section Officer, or to Dennis Arter, the Nominations Chair. You may contact Dennis via email at [dennis@auditguy.net](mailto:dennis@auditguy.net) or by phone at (509) 783-0377.

## VICE CHAIR'S CORNER

### Jo Haberstok

Well, I hate to say it but ... The weather outside is (still) frightful! After we were lucky enough to get a week or so of those nice "Spring must be coming!" temperatures, I was about ready to go out and start working in the yard again. Good thing I stifled that urge, I guess.



Speaking of winter weather, for those who may be staying inside a bit more at this time, have you picked up any good books or articles to read? This could be

a great opportunity to read up on some new (or brush up on some not-so-new) quality topics and tools. A recent email message I received from ASQ national had links to some articles that look pretty interesting: "Building from the Basics" and "20 Quality Basics." These articles and many others are readily available to ASQ members.

I wasn't able to make it to our January meeting, but I heard lots of good things about Dennis Arter's presentation. I hope that those who attended enjoyed the buffet dinner and learned a lot about the integrated approach to auditing.

For anyone who has never experienced the "Red Bead Experiment," which is the focus of our February 3 meeting, I want to encourage you to get your reservation in and participate in this one. It's a great way to bring home some excellent points about quality tools and techniques. If you are familiar with the experiment, please consider encouraging other work colleagues to attend. Having a work group attend together could be very beneficial, and would also provide some great talking points afterwards.

For now, bundle up, enjoy some hot chocolate, and keep warm! And ... "think Spring!!"

**Jo Haberstok**  
Section 614 Vice Chair  
EnRep, Inc.

**Tuesday,**  
**February 3, 2009**

**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 January 29. Send an e-mail to [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. For more information about ASQ, our local section, and other upcoming events, please check our web site at [www.asq614.org/](http://www.asq614.org/).

## The Red Bead Experiment



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During the Red Bead Experiment, Fluor Hanford's Steve Prevetto ensures procedure compliance while a willing worker attempts to produce 50 white beads and others await their turns.

### Steve Prevetto Statistician

The "Red Bead Experiment" is an interactive teaching tool that Dr. W. Edwards Deming made use of in his four-day seminars. In the experiment, a corporation is formed from "willing workers," quality control personnel, a data recorder, and a foreman. The corporation's product is white beads, which are produced by dipping a paddle into a supply of beads. The paddle has 50 holes in it, and each hole will hold one bead. Unfortunately, there are not only white beads in the bead supply, but also some defective red beads. The production of the beads is strictly controlled by an approved procedure.

Various techniques are used to ensure a quality (no red bead) product. There are quality control inspectors, feedback to the workers, merit pay for superior performance, performance appraisals, procedure compliance, posters and quality programs. The foreman, quality control, and the workers all put forth their best efforts to produce a quality product. The experiment allows the demonstration of the effectiveness (or ineffectiveness) of the various methods. Some humor is also included along the way. Describing the Red Bead Experiment has all the dangers of writing a good movie review. If you have not experienced the Red Bead Experiment, we won't say too much here, because it is something you really need to see for yourself. At the end of the experiment, a Statistical Process Control chart is utilized to examine the results of the experiment. We will discover which actions taken (many of which are commonly seen every day in the workplace) were helpful -- or detrimental -- to the employees and the workplace, or had no improving effect on the process. The concluding comments point out the hazards of misuse of performance data, and how to properly use performance data in a quality environment in order to achieve continual improvement.

Steve Prevetto is a statistician for Fluor Government Group. He has been an instructor for evening courses at the City University Richland site. Steve is an advocate of the use of Dr. Deming's management theories, Systems Thinking, and Statistical Process Control. He has been active in Section 614 since 1999, and served five years as Section Chair. Steve has authored several articles in Quality Progress. Prior to coming to Hanford, he was an officer in the US Navy submarine force.

## A NOTE FROM GERRY BRONG

Dennis gave us a top-value presentation. Another great Section program is recorded in the history books.

Dave [Murray] & I had a good trip home, until north Yakima. The wind proved to be the challenge. As I drove North out of Yakima traffic was slowing, building, & then we got the notice. I-82 was closed! Wind on the ridges was blowing over things & concerns were it would blow over things rolling on the road.

We took 821 (the road through the Yakima River Canyon) home. Dave's car was stranded at Exit 11 on I-82. I took Dave all the way to his home up in the hills. Then, my new GPS (a Christmas gift) talked me to my home.

## WOMEN IN QUALITY

- Dennis Arter

The ASQ Women in Quality (WIQ) Network is a membership of women and men who strive to create an environment in the quality profession that allows each woman the ability to achieve her fullest potential. WIQ provides the opportunity to network with other women in the quality profession, and learn from each other.

The Discussion Board (<http://www.asq.org/discussionBoards/forum.jspp?forumID=70>) provides a place to ask questions and share experiences. This is a place to learn from others who may have dealt with a similar situation, build your network, and share stories about gender-based issues in the workplace. It is a place to plan and develop careers and examine your work/life balance.

WIQ is cultivating a relationship with The Leadership Institute - Women with Purpose to provide content, ideas and opportunities for members of the network.

Links to organizations, issues of interest, and further information, including how to join (it is free), check out the site at <http://www.asq.org/communities/women-in-quality/about.html>

## SECTION MEMBERSHIP

As of January 5, 2009 we have 77 members in our Section. Our newest Section members are:

**Eric L. Fuhrman of Moses Lake**  
**Melanie L. Myers of Richland**

As new members, you are entitled to one free dinner meeting of the section. Please make your reservations for an upcoming meeting soon!

## SECTION 614 2008-2009 MEETING SCHEDULE

### **February 3, 2009**

Steve Prevette  
"The Red Bead Experiment"  
Shilo Inn

### **March 3, 2009**

TBD

April 1 - Mike Schwenk - Shilo Inn  
May 5 – Site Visit - Kadlec Medical Center  
June 2 - TBD

## EDITOR'S NOTES

Steve Prevette  
Fluor Government Group  
ASQ CQE

Hmmmm – looks like we need some more meeting topics to get us through the rest of the year. Have a story to tell? Come share it with the rest of us.

I went to Milwaukee the weekend of January 10. Jo – you want to talk about cold? Fortunately I was not subjected to any flight delays or sleeping on cots in airports. I went to the ASQ HQ for a Saturday meeting on the Discussion Boards. Several improvements are planned for the Discussion Board management and software upgrades.

I'm glad to have the opportunity to do Dr. Deming's Red Beads again. I am closing in on the 3,000 count for how many people I have had as audience members and willing workers in the experience. Some new revelation always seems to come from the session discussions, so I hope you will be able to attend.

The safety charts for the Richland School District continue. We've identified some areas of low-hanging fruit for improvements. I'll be narrowing in on what charts the District wants to maintain on a recurring basis.

I'll be out of town for two weeks in February, working at the Savannah River Site (Aiken SC) for Fluor. The implementation of Statistical Process Control techniques continues there. In early March I'll be at the Waste Management 2009 conference in Phoenix, supporting a presentation on use of SPC here at Hanford, and the spreading of the tool to Savannah River.

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

### PUBLICATION INFORMATION



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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.*

### 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 Haberstok	<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!