



## CHAIR'S CORNER

## Note from the Regional Director

### Alvin Langstaff

We enjoyed a highly informative presentation from Mike Schwenk at the April dinner meeting. Mike spoke about the tendency for organizations to become "stovepiped" and for groups to seek out those whose opinions and perspectives are similar to their own while avoiding contact with those whose viewpoints are different. He stressed the value of a diverse team striving toward a common goal. As an example he cited a group that calls itself the Community Roundtable in the Tricities. According to Schwenk the group is informal and composed of members from many diverse organizations but they have a common goal to improve and promote quality of life in the community. As an example he cited the effort to make the Tricity branch of Washington State University a four year campus. The takeaway message here I think is that by keeping an eye on the common goal, persons with widely diverse viewpoints can accomplish things for the common good. It might be a lesson that Congress could learn.

Details for the June 6 tour of the Wild Horse Wind Farm near Ellensburg, which boasts wind and solar electricity generation, are firming up. We are anticipating an 11:00 am arrival at the wind farm which means we'll need to leave the Tricities about 8:30 am. Currently we are thinking that carpooling from the Tricities, for those who are interested, is a better option than renting a bus or van. If you are interested in going and are either willing to take a few fellow members or would like a ride, let me know when you send in your reservation. Watch for more information on this tour in the next few weeks. And as I mentioned last month we hope to see some of our northern members be able to attend the Ellensburg tour as well.

As always if any of you have ideas for topics or field trips for next year's meetings send me an email. And remember quality is free, practically.

- Alvin

### Tim Koester

### ASQ Lifetime Membership Cards

Beginning in May, all new and renewing ASQ members will receive a new, sturdier membership card that will last the lifetime of their membership. Of course, the process for replacement and lost cards will remain. But the message I want to relay to you is the reason for this change.

With our social responsibility initiative gaining momentum, it is essential the Society continually looks at ways to do our part. In changing to a lifetime membership card, ASQ will reduce environmental waste. Executing this socially responsible action will also save ASQ thousands of dollars each fiscal year. This money can then be used to increase member value.

It is also important to note that, in moving forward with this task, we have not lost focus of the meaning and value of the membership card.

The ASQ membership card holds value in its function: It contains the basic information we need to receive discounts, reminds us when we can apply to be a Senior member, and reminds us what we strive for daily with the inclusion of the vision. The card is also tangible symbol of belonging to ASQ, to the quality profession, and to a community of practitioners and thinkers. This does not include the 90,000-plus members also past ASQ members who have paved a way for us members we are paving the way for.

Fewer cards. More value. And an improved card. This simple change will lead to a more efficient ASQ.

**Tim Koester**  
**Regional Director, ASQ Region 6**  
**direct\_253-502-4158 - (c)\_253-279-3214**



## May 5, 2009 Meeting American Society for Quality Columbia Basin Section 614



Tuesday,  
May 5, 2009

**LOCATION:**

**Kadlec Medical Center**  
888 Swift Boulevard  
Richland, Washington  
(509) 946-4611

**TIME:**

**5:45 p.m.** - Check in  
Meet in the Main Lobby

**6:00 p.m.** – Tour/Presentation  
(will last about an hour)

**Note:** There is no cost for members or guests for this meeting.

If you are interested in getting together at a local pizza or other restaurant following the tour for a no-host snack and networking, please indicate when making your reservation. Due to size limitations and for planning purposes, reservations are required by April 28. 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.

## “KADLEC QUALITY”

### Site Visit & Presentation

### KADLEC MEDICAL CENTER

### Wendy Gehrig - Education Department

When Kadlec first opened its doors in 1944, the hospital was established to care for the Hanford area workers and their families. The original, one-story building was over 55,000 square feet and located on the site of the Corrado Medical Building. It was a traditional "army" facility, with a central hall and wings shooting off the hall. One of the hospital's first patients was Lt. Col. Harry R. Kadlec, Deputy Area Engineer and Chief of the Construction for the Army Corps of Engineers at Hanford and a key figure in the operation of the project. Col. Kadlec was said to have literally worked himself to death. He suffered a heart attack on July 2, 1944 and subsequently died at the hospital which was to bear his name. His was the first death in the new facility. Upon his death, flags at the Hanford area were lowered to half-mast and government workers were given time off to attend his services, which were held in the old Richland High Auditorium. On July 10, 1944, the Richland Hospital was renamed Kadlec Hospital. During the first year, the hospital served 3,153 patients.

Fast forward to today ... where over 50,000 patient visits were recorded to Kadlec's emergency department in 2008. That's double the ER visits eight years ago and about 4000 more patients than last year. In recent years, Kadlec has expanded both in physical size/layout as well as equipment and services offered, which now includes cardiovascular, neurological and other specialized services that were not available locally a few years ago. Kadlec is home to a growing open heart surgery and interventional cardiology program, the region's only Neonatal Intensive Care Unit, a world-class all digital outpatient imaging center as well as a number of other innovative services and programs. As a non-profit, private corporation governed by local volunteer trustees, decisions are made with the community's best interests in mind. Dedicated to providing not only some of the latest high-tech medical equipment, Kadlec team members are also committed to providing all patients with compassionate, high quality care. Join us on May 5 for a special tour with Wendy Gehrig, who will also share information about Kadlec's services, and some of the processes and tools they use to ensure quality in all aspects of the services they provide. Space is very limited for this visit, so get your reservation in as soon as possible. Attendees are asked to wear closed shoes (no sandals).

*Wendy Gehrig has been with the Kadlec Education Department for seven years. In her role as Student Services Specialist, she provides tours, and coordinates and implements programs for student placements, internships and job shadows. She also coordinates clinical observations for visiting professionals and health industry representatives. She is a member of the Health Science Advisory Committees for both Columbia Basin College and Bellevue Community College.*

## WIND FARM QUALITY AND TOUR

Columbia Basin ASQ will visit Ellensburg's Wild Horse Wind Farm on June 6. "We want to see the blades up close," says Dennis Arter, a member from Kennewick. "We want to explore the engineering and management quality of this successful project." The group will learn how wind energy contributes to the electric grid, here in Washington and throughout the Pacific NW. Local organizer, Jerry Brong of Kittitas, says they can accommodate up to 50 visitors. For further information or to reserve a spot, contact the Chair Alvin Langstaff (509-371-2221 or [panda\\_2@charter.net](mailto:panda_2@charter.net)). Details will be posted soon on the ASQ Section's web site at <http://www.asq614.org/>.

## SECTION MEMBERSHIP

As of April 3, 2009 we have 81 members in our Section. Our newest Section members are:

**Alice Lewis of Richland WA**  
**Phil Crook of West Richland WA**

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

## VICE CHAIR'S CORNER

by Jo Haberstk

I'm writing this on what is supposed to be another record breaking day in the Tri-Cities in terms of high temperatures. I was actually complaining about how hot it was yesterday! So I guess this means that we are definitely into Spring now!

Those who attended our April dinner meeting learned firsthand that Mike Schwenk is an interesting and insightful presenter. I especially enjoyed some of the humor in his talk, and his willingness to poke a little fun at himself and his past positions while making some excellent points about technology, innovation, and change. If you haven't checked out his "So What?" blog site (it was his blog about silos, swim lanes and stovepipes that initially caught my attention and prompted the suggestion to invite him to speak with our group), here's the link: [https://blog.pnl.gov/so\\_what/](https://blog.pnl.gov/so_what/). The intent of the blog and his related podcast series is to explore the relevance and impact of our nation's research enterprise. Mike interviews researchers and business people about innovations in technology

and about tackling challenges in a number of areas. In a recent podcast, he talked with one of the original developers of the millimeter wave body scanner that's now going into airports and some retail stores.

Planning is already underway for programs and site visits for our 2009-2010 section year. The leadership team, sort of a combined version with this year's and next year's officers and team leads (since many are in both groups!) met on April 14 at the Shilo to talk not only about the "hand-offs" to incoming officers but also to brainstorm for next year. As most of you are aware, after the June 6 visit to the Wind Farm, we will take "summer vacation" for a couple months and then start up with monthly meetings again in September. Deborah Coffey, the incoming Vice Chair, has already drafted up a proposed schedule for programs, I've been in talks with O'Callahan's (the restaurant at the Shilo) about their services and dinner rates, and Robert Boykin and Alvin Langstaff have already gotten at least tentative confirmations for a couple of speakers/visits. We are all very excited about the coming year!

And, remember ... we need your help. We need more members to volunteer to help out. I wholeheartedly believe that we can increase our section's membership numbers and involvement in activities next year. With some targeted marketing and recruiting efforts, perhaps a joint meeting or two with other professional organizations, possibly sponsoring a workshop or conference ... if you have ideas, please share! And please consider offering to either lead or be part of one of our many section teams.

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

## EDITOR'S NOTES

Steve Prevette  
Fluor Government Group

Fluor has uploaded a copy of a Red Bead Experiment I did with Steve Byers back in 2000 at a DOE conference to You Tube. You may view the video at [http://www.youtube.com/view\\_play\\_list?p=8E522DD542C4CA69](http://www.youtube.com/view_play_list?p=8E522DD542C4CA69). If you did not get a chance to see me perform the Red Beads this year for the Section, here is an opportunity to experience the beads.

Once again I prepare for a cross-country flight to Savannah River. I will miss the May meeting as a result, but hope to make it to the June meeting. It looks very likely now that a permanent transfer to Savannah River will happen, but I am still awaiting the official paperwork so I may get the house on the market and make other preparations for the move, such as dismantling and boxing up my model railroad.

Having not moved in 16 years (after moving every other year while in the Navy), my wife and I have accumulated a lot of "stuff" which is now being sorted through and largely thrown out!

I will be turning over the newsletter to Robert Boykin this summer. Thanks, Robert, for volunteering for this duty! I'm pleased to see the new volunteers coming in to take on new roles and officer positions with the Section.

- 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.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



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## 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,<br/>Web Team Lead,<br/>Section Historian, and<br/>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!