



CHAIR'S CORNER

Alvin Langstaff

Did anyone else notice that summer sped by with somewhere close to the speed of light? I'm not sure if that's a symptom of global warming or something else but it seemed to go pretty fast from where I sit. We resumed our monthly dinner meetings in September with an excellent presentation by Darrell Toombs, manager of the West Richland Yoke's Fresh Market. Darrell gave us a little history about the evolution of Yoke's business model. Yoke's 'started out as a discount grocery warehouse along the lines of a Winco but, as more competitors emerged in the early 1990s, the chain decided to emphasize customer service and consistently high quality produce, meats and deli items. This emphasis underpins the "fresh market" concept. One thing I found particularly intriguing was their focus on individualized training programs for new employees. Many of the training programs I am familiar with put each employee through a standard training regimen without regard to individual learning styles or rates. At the end of a session each employee is expected to come out with the same "qualification" to perform their tasks. Yoke's applies more of a one-on-one coaching and assessing approach to make sure that the training is effective.

Last month I asked for a volunteer for a section Education chair to be the point person for keeping members up to date on learning opportunities. I would like to express my appreciation to Laura Suddath for stepping up and taking on this important role. Thanks, Laura!

We look forward to some different and I think, interesting meetings for the next couple of months. On October 3rd we are scheduled to visit Camp Outlook in Connell and see first hand the good work George Bolduc and others are doing to help steer troubled youth back onto the right path. In November, we will get a VIP tour of the WSU Consolidated Information Center which contains the ASQ Section 614 "quality library" as well as many other reference materials of value to the quality professional. Announcements for both of these events will be available shortly. Hope to see you there!

- Alvin

VICE CHAIR'S CORNER

Deborah Coffey

Section 614's Fiscal Condition

Fiscal responsibility involves three components: wisely managing resources, preparing for the future, and avoiding debt. As our Section 614 Treasurer, Howard Rew provides a great service to the section in all three areas while remaining an Unsung Hero. ASQ members might not realize that every year there is an internal audit of the section's finances. Clark Beus provides support as the independent auditor of the financials compiled by Howard. The audit needs to be completed by August 15 each year and the results submitted to the national ASQ folks. I participated in this year's audit as well to learn what variables are involved in maintaining our fiscal equilibrium. I am pleased to report that the audit was conducted on time, the finances are in good shape and expenses and profits were handily reconciled thanks to Howard's meticulous record keeping.

The Section has another Unsung Hero who also deserves recognition for our Section's healthy bank book. Steve Prevette offered several statistical process control courses last year with the profits benefitting our section coffers. Incoming monies are also derived from section membership dues, monthly dinner meeting revenues, certification/recertification fees, and interest. Efforts by past and present members to publish this newsletter online rather than by hardcopy-mailing have resulted in the lion's share of the savings. In past years we had spent as much as \$2,500 in producing and mailing out the newsletters. This year it was only about \$75.

Any members with suggestions for fundraising activities are encouraged to bring them up in the business portion of our monthly meetings, at planning meetings (open to all members) or just drop an email to our Section Chair, Alvin, at panda_2@charter.net. A final note: A member can only serve two consecutive terms as Section Treasurer, and Howard is nearing the end of his current commitment. I'm sure he would be willing to train someone new and provide moral support to anyone willing to be nominated as next year's Treasurer. (Then we can nominate Howard to a different officer position!)

- Deborah



October 3, 2009 Site Visit American Society for Quality Columbia Basin Section 614



Saturday,
October 3, 2009

“OVERCOMING OBSTACLES”

LOCATION:

Camp Outlook
1270 N. Ephrata Avenue
Connell, WA 99326
(509) 234-5200

Schedule of Events:

9:45 a.m. - Check in/Networking

10:00 a.m. - Tour

Dress should be very casual to include sturdy shoes

12:00 p.m. - Lunch at the Camp with the kids.

Cost:

\$3.00 ASQ and non-ASQ members

Reservations are requested by Friday, September 28. There are a limited number of reservations so reserve your place early.

Please send an e-mail to panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at 371-2221.

Traveling to Camp Outlook:

If you wish to vanpool to Camp Outlook, contact Deborah Coffey at Deborah.Coffey@pnl.gov for more information.

NOTE: For more information about ASQ, our local section, and other upcoming events, please check our website at www.asq614.org/.



Join Us For A Tour, Briefing and Skills Demonstration

CAMP OUTLOOK - Basic Training Camp

Camp Outlook is “An Alternative That Works”. The program has had very positive results with low recidivism rates. The Camp which is located in Connell, Washington is a military-style basic training camp for juvenile offenders, based on the U.S. Marine Corps recruit training model and partnered with some of the newest and most innovative treatment programs used today.

Camp Outlook’s mission is to provide a safe, secure, highly structured and disciplined military environment for boys and girls, by holding them accountable for their own behaviors and assisting them in making pro-social and responsible life decisions through individual and group counseling, education, and physical training, so that upon graduation into their communities they will be prepared to lead lives that are both productive and crime free.

Commander George Bolduc has graciously offered to host ASQ Section 614 for what promises to be an informative briefing, tour, and skills demonstrations.

Driving Directions: (approximately 50 minutes from Shilo Inn in Richland)

- Head southwest on Comstock St toward George Washington Way
- Turn left at George Washington Way
- Take the exit onto I-182 East toward Pasco
- Take exit 14 to merge onto North Oregon Avenue/US-395/WA-397 toward Spokane
- Turn left at Lind Road
- Turn right at North Ephrata Avenue

The driving distance is about 45 miles

EDUCATION CORNER

Laura Suddath, QA Engineer

Recently, I learned that a few years ago, our ASQ section had donated several quality-related technical books and audio and videotapes to the WSU Max Benitz Library. While I realize that these days many of us utilize the Internet for our research and information needs, I thought I would go out on a limb and venture into the unknown...so I drove to the WSU library and visited with Assistant Campus Librarian Harvey Gover, who kindly walked me through the details of how and when the university libraries operate.

WSU Tri-Cities actually has three libraries: The WSU Max Benitz Library; The Hanford Technical Library and the DOE Reading Room.

Anyone may borrow books from the WSU Max Benitz Library, including the donated ASQ technical books, by simply processing through the membership desk as a "temporary borrower." This entails physically going to the library prepared to show a photo I.D., then requesting and completing a "temporary borrower" application form. You will receive a library card that is good for one year and can be used at any of the WSU libraries in various Washington State cities, e.g., Richland, Pullman, Spokane, Vancouver, etc.

The Hanford Technical Library is only accessible to individuals employed by Pacific Northwest National Laboratory (PNNL), Bechtel Hanford or other related Hanford site entities who possess a respective company employee identification badge.

Your WSU library card also allows you to browse in the Department of Energy (DOE) reading room where you can read and copy information, but may not check out materials.

Harvey Gover personally received our Section's donation into the library and expressed an interest in the possibility of being an evening meeting speaker for our Section there at the library. He also graciously offered to provide a guided tour of the libraries and attached facilities to help raise awareness and interest for our members. The library has a few meeting rooms on site and an event planner (Lydia) who can assist with arranging event activities and catering. We are now finalizing plans to visit the libraries in November.

Harvey and Lydia can be reached as follows:
Harvey - Desk Phone: 509-372-7204
Harvey - E-mail: hgover@tricity.wsu.edu
Lydia - Desk Phone: 509-372-7136

SECTION MEMBERSHIP

As of September 14, 2009 we have 79 members in our Section. New members are Kerry Houtrouw, Suzanne Waddill-Goad and Carla Williams. As such, Kerry, Suzanne and Carla are each eligible to receive one "free dinner" at a section meeting. Please make your reservation for an upcoming meeting soon!

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606) - www.asq-seattle.org
Spokane Section (#619) - www.asq.org/sections/minisites/0619

Southwest Washington /
Vancouver Section (#627) - www.asqswwa.org
Portland Section (#607) - www.asqpd.com

2009-2010 SECTION 614 LEADERSHIP TEAM	
Section Chair (and Programs & Publicity)	Alvin Langstaff
Vice Chair and (and Programs & Publicity)	Deborah Coffey
Treasurer	Howard Rew
Secretary (and Programs & Publicity)	Jo Haberstock
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Open - Volunteer Needed
Audit	Clark Beus
Webmaster	Phil Crook
Education	Laura Suddath
Newsletter (and Programs & Publicity)	Robert Boykin

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!

Feeding on Wikis and Blogs

Dennis R. Arter, FASQ

In the old days when long-distance telephone calls were very expensive, we attended technical conferences to keep up-to-date with the changes in the profession. Of course, the company or university would only pay for the very important staff members to attend these expensive events. The rest of us had to make due with the public library. Fast-forward to today when the price of a telephone call is nearly zero and the Internet connects everyone. Access to all this information is cheap and is also overwhelming. Additionally, our ways of organization are changing. Collaboration and community are quickly replacing the command-and-control pyramidal model. Rather than fight it, perhaps we can use the machines to help us adapt.

Blogs are online diaries. They are posted on web sites and are accessible to the whole world through a common Internet browser such as Internet Explorer, Firefox or Safari. Blogs are one-to-many communication – you write something and many people read it. The emphasis is on content rather than flash. People write about things that excite them like the Care and Feeding of Cats, Landscape Photography, Fonts, Medical Conditions or Statistics. So, what is new? Is that not the same as writing a standard web page? No, for a couple of reasons: 1) automation has taken the effort out of web page design, and 2) blogs allow for comments. It is the second item that is particularly important. It allows communities to form. Unlike e-mail, an archive of the conversation is kept. Blogs are fluid and rapid.

Wikis are reader-generated and edited web pages. One person will start a page with a little or a lot of information. Then others will enrich that information. Perhaps they will generate additional pages on a similar topic. The whole thing is linked together. As with blogs, the software does all the formatting work, allowing you to concentrate on the content. If you make a mistake, there is a roll-back feature. If some creep places offensive words on a page, anybody can quickly roll it back. There is built-in version control, allowing every reader to see changes made over time. Wikis (from the Hawaiian word “quick”) promote collaboration and help to get the whole team working on a project.

But how does one keep current on all these blog and wiki sites? Must we check them all once or twice a day? What about all the good stuff published while we were traveling to Toledo? The answer is to let the machines track these changes. This is called RSS – Really Simple Syndication – news feeding. In fact, it is now built into popular web browsers. You can tell the software which sites are of interest to you. Once or twice an hour (or more!) the computer will send a query: “Any Changes?”

If so, it is marked and sometimes a little flag pops up at the bottom of your screen. Once or twice a day, or week, or when you return from Toledo, you open the RSS feeder and scan the summarized changes. Spend time with those that interest you and move on.

Mastery of these three technologies will greatly increase your knowledge of professional matters taking place all over the world. Rather than invent solutions on your own, you recycle solutions and ideas from others. By building your community, you will also add value to your organization.

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.

UPCOMING EVENTS

WSQA SYMPOSIUM 2009
Greater Tacoma Convention and Trade Center
Thursday, October 22, 2009, Tacoma, WA
- <http://www.wsqa.net/>

17th Annual National Quality Conference
"Leading, Learning, and Teaching for Tomorrow's World"
October 25–27, 2009 - Jacksonville, FL
- <http://nqec.asq.org/>

World Conference on Quality & Improvement
International Team Excellence Award
May 24-26, 2010, St. Louis, MO
- <http://wcqi.asq.org/team-competition/>

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 that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 15th of the month.