



## CHAIR'S CORNER

**Alvin Langstaff**

As the holiday season approaches this year, we will all get the chance to affect the quality of life of those around us, whether it's a store clerk who is overburdened with too many customers or one of our family members who may be feeling holiday stress. We can all help improve the quality of the situations we find ourselves in by practicing a little extra patience, pitching in to help if possible, or just offering a kind word. As quality professionals, I think we all want to make things better. Just a thought.

Our November 4<sup>th</sup> meeting included a tour of the Washington State University (Tri-Cities) Technical Library with assistant librarian Harvey Gover. Harvey showed us the various available resources, both at the library and online. As many of you may know, Section 614 donated a number of quality related books to the library a few years back. These books are now on the shelves at the Tri-City campus and are clearly marked with the ASQ logo. Most of the materials that are at the WSU TC technical library are available to the public, and the library staff is more than willing to help you find what you're looking for.

I am pleased to inform you also that our section is bringing a training class in Software Quality Engineering to Richland November 30 through December 4. The class is sponsored by ASQ and provides a comprehensive overview of software quality principles. An informational email has been sent to everyone on the active membership list. If you or anyone else you know is interested, please contact me via the usual means. We have not offered ASQ training courses through the section for a number of years, however, if this course is well received, we will look into other offerings.

And finally, from time to time I receive suggestions for our newsletter. I'd like to encourage all of you to submit an article, opinion, or whatever is on your mind for possible inclusion in the newsletter.

Don't forget to sign up for the December 9 combined meeting with the Mid Columbia Leadership Development Association (MCLDA). There is always good food and good company. Hope to see you there.

## VICE CHAIR'S CORNER

**Deborah Coffey**

### Getting and Giving

I found myself reading the holiday ad for Toys R Us recently and laughed at myself. There are no little ones in my immediate family to buy for this year. However, I do enjoy buying toys to donate to the many toy drives during the holiday season. I also believe that donating to the local food banks, missions, shelters and other groups that do good works is satisfying and important. I know I don't need anything that I can't buy for myself.

My most satisfying Christmas was a year when my husband and I decided not to give each other gifts, but to give \$20 bills to homeless folks on the streets of Albuquerque. We each bought five nice Christmas cards and wrote Merry Christmas on the front and enclosed the \$20 bills. We made sure to give the cards out in the early afternoon on the 24<sup>th</sup>. The reactions from those we randomly chose ranged from holding the bill up to the light to make sure it was authentic, asking what was the catch, to utter disbelief, and asking the question, "Why me?" Each person said thank you and we went home to our Christmas Eve dinner with a feeling that gift giving is better than receiving.

Our Section's December meeting is a traditional joint activity with the Mid-Columbia Leadership Development Association (MCLDA)/NMA Chapter 395. This event provides an opportunity to purchase items and place bids on gift baskets, gift certificates, and more at the Silent Auction. The proceeds go to help charitable organizations. There's also an opportunity to meet new people and network in a holiday setting. I hope to see the usual ASQ core group in attendance, and I also invite members to participate that don't attend the regular meetings.

Ask yourself what your ASQ membership gives to you during the year. I appreciate the gift each speaker gives to us and the insight gained from our site tours. I also appreciate the interactions with my peers, the support from the region and the national ASQ. I appreciate my job when I hear how members and their companies are weathering or barely surviving the economic down turn. I appreciate that ASQ connections may help other members secure jobs, improve skills and share information. My motto for the holiday season will be that it's all about giving, not getting. Care to join me?



# December 9, 2009

## American Society for Quality Columbia Basin Section 614



**NOTE THE DAY/DATE  
& PLACE!**  
**Wednesday,  
December 9, 2009**

**LOCATION:**  
Red Lion Hanford House  
802 George Washington Way  
Richland, WA 99352

**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 a  
live auction and table gift exchange

**DINNER BUFFETT MENU:**

- Mustard crusted pork loin with apple and hazelnut dressing
- Char-grilled Sliced Sirloin
- Fresh steamed 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 more than our usual rates per dinner. In the holiday spirit, our section is paying some of the difference for our **ASQ members and guests**.

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 cancelled 48 hours in advance.

For more information about ASQ, our local section, and other upcoming events, please check our website at [www.asq614.org/](http://www.asq614.org/).



### “Holiday Social Event”

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

### Mid-Columbia Leadership Development Association (MCLDA)/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 9 for a lively holiday get-together at the Red Lion Hanford House in Richland. Hosted/sponsored by MCLDA (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.\* Rumor has it that Santa’s elves may also be sighted during the festivities.

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 who wishes to participate 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 other monies raised by the MCLDA 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 18, so all items can be included on the bid sheets.

## EDITOR'S CORNER

Robert Boykin

### Are there heroes among us?

What would you do if you came face to face with your anonymous champion, or an individual you hold in high regard, or as some might describe it, your hero? Come now, we all have one. Would you be reluctant to strike up a conversation? Or would you make like Snagglepuss and exit, stage right?

I witnessed such an encounter back in the day when a friend named Sidney met his hero. Sidney never let on to me that he had a hero because it was not cool for a "bro in the hood" to discuss such things. The hood was considered the hero, the champion, the rock – similar to the adage which states that the *strength of the pack is the wolf and the strength of the wolf is the pack*.

I had convinced myself during that time that no heroes walked among us, until I saw Sidney meet his. From that point forward I saw a change in Sidney. He became more confident and began to question and challenge things, instead of going along with the flow. Sidney also emulated his hero in the way he began to interact with others. Come to think of it, Sidney spent many hours helping the elderly in the neighborhood and refused to be paid for it - same as his hero. You see, Sidney didn't need to be asked to help out, he just would. I learned from Sidney that who you are when no one is watching is who you truly are.

Do you recall that I mentioned in the October Newsletter that a kind elderly man took the time to offer me good advice and provide guidance which helped to point me in a positive direction? Well, that same guy turned out to be Sidney's hero - a guy that I considered to be just a regular Joe before I saw him with Sidney.

I really liked Sidney, and I never let on to how much I admired him as a person. Sidney demonstrated values and had a unique attribute about him, a quality, if you will, and to this day I get a good feeling when I think about Sidney. Where is all this going? Why should it go anywhere? I just wanted to introduce you to Sidney and to my belief that each of us has a person that we hold in high regard. Whether it be a family member, friend, or someone you've never met - he or she is out there. Find yours, and/or be one. *Time spent helping others is time well spent.*

## UPCOMING EVENTS

Software Quality Engineering  
November 30 through December 4, 2009  
Red Lion Hanford House  
Richland, WA  
[panda\\_2@charter.net](mailto:panda_2@charter.net)

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

## WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606) - [www.asq-seattle.org](http://www.asq-seattle.org)  
Spokane Section (#619) - [www.asq.org/sections/mini-sites/0619/about.html](http://www.asq.org/sections/mini-sites/0619/about.html)  
Southwest Washington /  
Vancouver Section (#627) - [www.asqswwa.org](http://www.asqswwa.org)  
Portland Section (#607) - [www.asqpdx.com](http://www.asqpdx.com)

## 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

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.

"Remember this your lifetime through,  
Tomorrow there will be more to do.  
And failure waits for all who stay,  
With some success made yesterday.  
Tomorrow we must try once more,  
And even harder than before."  
- John Robert Wooden

## 2009-2010 SECTION 614

## LEADERSHIP TEAM

<b>Section Chair (and Programs &amp; Publicity)</b>	Alvin Langstaff
<b>Vice Chair and (and Programs &amp; Publicity)</b>	Deborah Coffey
<b>Treasurer</b>	Howard Rew
<b>Secretary (and Programs &amp; Publicity)</b>	Jo Haberstok
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Open - Volunteer Needed
<b>Audit</b>	Clark Beus
<b>Webmaster</b>	Phil Crook
<b>Education</b>	Laura Suddath
<b>Newsletter (and Programs &amp; Publicity)</b>	Robert Boykin

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!