



## CHAIR'S CORNER

**Alvin Langstaff**

Our January 5 meeting was as usual when Joe Estey is presenting, a very interesting excursion into the realm of human performance. Joe made a couple of good points that I think are worth summarizing here. The first addresses the difference between an "error likely" situation and an "error enforcing" situation. Error likely means an increased likelihood that you will commit an error. Error enforcing means that it is unlikely you can perform the task without error. In other words, the process has some impediment built in that reduces the probability of doing the step correctly. Complex procedures come to mind immediately, for me anyway.

The other point that I found interesting is the concept of decisions versus choices. Although we sometimes use the words interchangeably, as in "I chose to" or "I decided to", Joe's contention is that decisions are better made when they are the result of comparative choices. His view is that decisions are often based on bias resulting from framing the current problem in terms of past problems without recognizing that the current situation may be very different from the previous one. For what it's worth, I've been mulling this over for the past several days and I am starting to think that Joe may be right. It might be the same concept as learning from our past mistakes. Or as my wife's stepfather used to say "Let's do something even if it's wrong."

Last month I announced that it's time for nominations for next year's officers for Section 614. If you have a candidate in mind (including yourself) whom you think would be good officer material, please contact any current officer, or Robert Boykin, the nominations chair. We will hold open the nominations until the February meeting 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.

And finally, don't forget to sign up for the February 2nd dinner meeting. We will have Jeanne Dillner of the Surgical Implant Generation Network (SIGN) as our guest speaker. If you've caught the news, in the Tri-Cities anyway, SIGN has dispatched medical assistance to Haiti to help treat those injured in the recent earthquake. Finding out more about this organization and the services they provide should make for another very interesting evening.

Look forward to seeing you at the meeting.

- Alvin

## SECRETARY'S CORNER

**Jo Haberstk**

### ASQ Certification - Invest in Your Future

Quality competition is a fact of life, and the need for qualified workers is growing all the time. If you don't already have one or more ASQ certifications, you may want to look into this as a way to both improve and document your skills in specific areas. There is a lot of information about the various types of certifications offered as well as the exam fees, deadlines, etc., available on the ASQ website. Our local section proctors certification exams, so you don't need to travel to an ASQ conference or far away location to take an exam.

Several ASQ Certification Exams are scheduled to be held on June 5, 2010. Applications and fees for the following exams must be received by ASQ headquarters by April 16.

- Calibration Technician
- Pharmaceutical GMP Professional
- Quality Auditor
- Quality Engineer
- Quality Improvement Associate
- Quality Process Analyst
- Six Sigma Green Belt
- Software Quality Engineer

Learn more about all the ASQ certifications currently [offered](#). Our current section Certification Chair, Howard Rew, is also available to answers any questions you may have.

## ARE YOU A GOOD PRESENTER?

Want a challenge? The ASQ Technical Program Committee is looking for a few brave souls. We are planning an Excite @ Nite! session during the WCQI opening reception on Sunday evening, May 23. Similar to Pecha Kucha and Ignite!, ten people will have an opportunity to tell a story for five minutes -- your 20 slides will automatically advance every 15 seconds! Talk about any topic of interest to you, but keep it short and exciting. Great presentations have covered: *Lies I Told My Children*, *Quitting Smoking*, *My Cabin in the Woods*, *Riding the Subway to Work*, and *Exotic Foods*. Expect audience feedback. More details can be found on the wiki page: <http://auditguy.net/pmwiki/pmwiki.php/Excite/Excite>, or contact Dennis Arter ([dennis@auditguy.net](mailto:dennis@auditguy.net)).



# February 2, 2010 American Society for Quality Columbia Basin Section 614



Tuesday,  
February 2, 2010

## Leaving Behind a Lasting Legacy

**LOCATION:**

Shilo Inn  
50 Comstock  
Richland, Washington 99352

**Jeanne Dillner, CEO**

### Surgical Implant Generation Network

5:30 p.m. - Check in/Networking  
and no-host cocktail service  
6:00 p.m. - Dinner  
7:00 p.m. - Presentation

**DINNER BUFFETT MENU:**

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree' 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 room for dessert!

**Cost:**

\$17 ASQ members  
\$20 non members  
\$5 presentation only

Reservations are requested by January 28. 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/).

Surgical Implant Generation Network (SIGN) recognizes the impact of trauma on the people living in developing countries. Road traffic accidents, conflicts, falls, and natural disasters often cause injuries, including severe fractures. SIGN supports those surgeons who treat the victims of trauma. In addition to coordinating the training of surgeons in poor countries, SIGN designs and manufactures FDA-cleared surgical implants and instruments and donates them to under-resourced hospitals in developing countries. The equipment has been designed specifically for use in hospitals where real-time imaging and power equipment are unavailable.

SIGN is different from other medical humanitarian organizations because there is a commitment to provide surgeons in developing nations with training and instrumentation so that the local surgeon has the tools he needs to treat his patients. This is different from other organizations that swoop in, perform miracles and leave.

SIGN's mission is to successfully build local orthopaedic surgical capability while improving the quality of fracture care for the injured poor. SIGN designs and manufactures orthopaedic implants and instruments at their headquarters in Richland, Washington, and donates these products to surgeons abroad. This donation only occurs once surgeons have been trained in the SIGN surgical technique. SIGN commits to providing both ongoing training and equipment so that surgeons can continue to treat the poor within hours of their injury.

Once trained, many SIGN surgeons take on the responsibility of teaching the SIGN technique to other surgeons within their department, in other hospitals within their country and in hospitals in neighboring countries. SIGN surgeons regularly present results of SIGN surgeries at regional orthopaedic conferences and are encouraged to attend the international SIGN conference held at their headquarters in Richland, Washington, each year.



**Above:** Pre- and post-op x-rays of a patient with a fractured femur. The post-op x-ray shows a SIGN nail that has been implanted.



**Left:** The patient standing on the leg that had been broken.

About the Speaker:

Jeanne Dillner has been with SIGN since its inception and has held the position of CEO since 2001. She regularly travels with Dr. Zirkle to assist with training and building relationships with the local orthopaedic surgeons. Previous to SIGN, Ms. Dillner was President of J. Dillner Consulting. She held lead finance positions at the International Atomic Energy Agency in Vienna, Austria, and at Pacific Northwest National Laboratories in Richland, Washington.

## CHANGE

by Moan Lake Jones

Put a period in your life and make a fresh start  
Exercise your mind and open up your heart.

Think of all the things that you may want to do  
Throw out those clothes that make you dreary and dress up  
in something new.

Focus on the future and stop turning to look back  
Pack your bags and board a train traveling on a different  
track.

Don't be afraid to take the chance to make a different turn  
Just imagine all that lies ahead and the opportunities to learn.

Step out in front and pick up the pace  
Smooth the wrinkles on your brow and put a smile on your  
face.

Plan a way to use your talents to create a better earth  
Then let the outcomes of your efforts show how much you're  
worth.

Once you have decided to move with a different stride  
Just knowing how far you've come will make you walk with  
pride.

Remember, you can't wait for others to applaud what you do  
So just congratulate yourself and then start something new.

## CHANGE IN SECTION CERTIFICATION CHAIR

As you might know, Milton Kowalewski served as our section's Certification/Recertification Chair for a number of months. Milton has been a member of ASQ since 1982, was in Section 614 for three years and is an ASQ Fellow. Milton is now working in Lehi, Utah as a Quality Assurance Specialist for HNTB and plans to become active with the Salt Lake City ASQ Section 615 Chapter. Howard Rew has graciously stepped in to serve as our section's Certification/Recertification Chair.

Please join us in thanking Milton for his service and Howard for agreeing to lead the Certification/Recertification efforts.

## SECTION 614 MEMBERSHIP

As of January 4, 2010, we have 76 members in our Section.

## UPCOMING EVENTS

### Achieving Excellence in Healthcare – March 1 – Dallas, Texas

This is a conference focused on using the Baldrige Criteria to change healthcare. Keynote presenters include representatives from three past Baldrige winning healthcare organizations. Click [here](#) for more information.

## Register Early to Save \$100 on World Conference on Quality Improvement (WQCI) to be held in St. Louis May 24-26

Keynote Speakers include: Alan Mulally, President and CEO of Ford Motor Company; Robert Stephens, Founder and Chief Inspector, Geek Squad; and Terry Jones, Founder and former CEO of Travelocity. Other highlights include numerous educational opportunities and sessions, a career fair, and the annual International Team Excellence Awards.

## 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.asqpd.com](http://www.asqpd.com)

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 Haberstock
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Howard Rew
<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](#). 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!

## 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.